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**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking to Address
Intrastate Rural Call Completion Issues.

I. 14-05-012

**COMMENTS OF MENDOCINO COUNTY ON ASSIGNED COMMISSIONER'S
RULING INVITING PARTY AND PUBLIC COMMENTS REGARDING ISSUES
RAISED AT PUBLIC PARTICIPATION HEARINGS AND WORKSHOPS**

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Oct 4, 2016

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I. INTRODUCTION

Pursuant to the Sept 9, 2016 Assigned Commissioner's Ruling inviting party and public comments regarding issues raised and themes identified at public participation hearings and workshops, Mendocino County, as a party to this proceeding,¹ files these comments in response to the questions posed in the Ruling. We specifically address our comments to questions related to the issues and themes identified in the Public Participation Hearing held on July 15th, 2016 in Ukiah, CA.

Mendocino County supports the decision to incorporate outage information and public safety issues related to 911 calls into the scope of this proceeding, as such outages prevent residents from being able to access 9-1-1 services, and have a detrimental effect on the ability of public safety officials to function to their full extent.

¹ Mendocino County filed a Motion for Party Status in this proceeding on January 20th, 2016 and such status was granted on April 7th, 2016.

II. FOLLOW-UP QUESTIONS TO WORKSHOP TRANSCRIPTS AND EVIDENCE REGARDING CALL COMPLETION AND DIAL TONE/9-1-1 ACCESS CONDITIONS IN LOCATIONS WHICH WE BELIEVE IMPACT PUBLIC SAFETY AND SAFE, RELIABLE TELEPHONE SERVICE

A. Question 3 - Are there businesses, non-profits, public agencies, or residents in your area that have been impacted by call failures and outages? If so explain when and how?

Question 6 - Have you experienced dial tone or 9-1-1 outages? Of what duration have been the outages and what kind of facilities and services were involved? Wireline? Wireless? Voice Over Internet Protocol (VoIP)? Access to 9-1-1? Police? Fire? Other?

Yes, there are many such organizations and residents in Mendocino County that have been impacted by call failures and outages. At the public participation hearing in Ukiah, 34 speakers addressed such issues and described their specific situations. Many of the speakers were representatives from public safety.² All of these comments are evidence of the fact that residents and organizations have been at times severely impacted by the loss of dial tone and 9-1-1 access to varying degrees. The Broadband Alliance of Mendocino County has extensive documentation on the impacts from 2 major outages - in August of 2014 and September of 2015. These outage reports document the scope of the outage, what services were lost, financial impacts, impacts on elderly and handicapped, emotional impacts, perceived threats to personal safety, actual life-threatening impacts, communication impacts, and the availability of information during outages. Both of these outage reports have been included in these comments as attachment A and B.

² See the list of speakers here <http://www.mendocinobroadband.org/wp-content/uploads/PDF.CPUC-Public-Speaker-List.July-15th-2016.pdf>

During the Ukiah Public Participation Hearing in Ukiah, Senator Mike McGuire testified that recently there have been at least five major outages in his North Coast District (Marin, Sonoma, Mendocino, Lake, Humboldt, Del Norte, Trinity) and he spoke about the impacts these outages have on communities. Financial institutions, businesses, hospitals, courts, colleges, and public safety are often greatly impacted. For example, a December 2015 outage affected the Humboldt County jail in which all the internal phones used to connect each unit to each unit went down, which clearly poses major safety risks.³

B. Question 9 - What other communications issues about your ability to place and receive calls would you like to bring to the Commission's attention?

Mendocino County would like to bring to the Commission's attention the need for telecommunication carriers to provide both redundancy and diversity in their networks to provide resiliency. These outages would not have happened had diverse routing been in place.

If a telecommunications carrier is considered to be a "Carrier of Last Resort" then redundant AND diverse routing should be absolutely mandatory and required. For some areas, such a requirement could be implemented if telecommunications carriers would simply interconnect with other carriers⁴ or lease fiber from existing routes. In the September 2015 Telecommunications Outage and Impacts on Residents of Mendocino County report based on survey results, respondents were asked to give "final comments."

³ <http://www.mendocinobroadband.org/topics/special-sessions/>; timestamp 13:05

⁴ As an example, AT&T fiber terminates at The Sea Ranch Homeowner's office. Less than 300 yards away is the Frontier Central Office. An interconnect would provide redundancy/diversity to the current non-redundant fiber route from Cazadero to The Sea Ranch.

A full 44% of responses (178 people) stated, without prompting, that there needs to be redundancy and back-up systems in place.

We ask the Commission to take action to *require* that all ILEC have redundant and diverse networks in the territories that they serve.

III. THEMES RAISED IN CALL COMPLETION WORKSHOPS AND PPHS AND SUGGESTED COMMISSION ACTION

Mendocino County would like to comment on the themes raised in the PPHs and recommend actions the Commission should take to address these themes.

A. Theme 4 - Network/Facilities Condition issues including pole and line safety in light of Commission General Orders and Tree Mortality State of Emergency.

It is the responsibility of the CPUC to ensure that the obligation of a telephone company (and any other utility) to provide “safe, reliable service with *adequate facilities* at just and reasonable rates throughout the territories that they serve” is being fulfilled. Although it is well known that use of landline services is decreasing nationwide, rural counties still depend greatly on the copper infrastructure as the private investment in IP services has not been adequate to create universally-available alternatives. For this reason, it is essential that the copper network be maintained in good working order to provide those services to residents until *comparable*, universally available reliable services are available. Senator Mike McGuire testified at the hearing that, “We need to ensure that we are protecting landline infrastructure, and 9-1-1 here in California. What we know, you can go two, three hours at a time in districts like the north coast, and not have cell phone coverage, which is why it is so important to protect those

landlines, which also means we are protecting public safety.”⁵ Recent legislation has attempted to allow telecommunication companies to circumvent the CPUC and FCC protocols for the orderly and regulated withdrawal of landline service in their territories; these protocols maintain consumer protections and dictate the correct way that legacy services should be discontinued, not via hastily pushed through legislation. We thank the Commission for coming out opposed to such recent legislative attempts. We recommend that the commission take action by continuing to strongly oppose any type of legislation that circumvents the established Commission process for the withdrawal of legacy services.

Residents provided testimony into the record of their recurring issues around lack of landline phone reliability due to the deteriorated state of the copper infrastructure. The CWA also made a presentation with extensive photo evidence of networks facilities that were in states of disrepair.

Recommended Commission Action: The Commission should take immediate action to follow up on the verifiable problems identified by all speakers, and require that such facilities are repaired.

B. Questions: Do these facility issues affect call completion, 9-1-1 access, or dial tone access, and if so how? Do these issues reflect imminent threats to the safety or the ability to make and complete calls? If so, please identify which ones and where they are located.

Yes, these facility issues definitely affect dial tone access and the ability to access 9-1-1 services by creating unreliable phone service for residents which, in turn, create an imminent public safety threat should an emergency arise and

⁵ <http://www.mendocinobroadband.org/topics/special-sessions/>; timestamp 19:30

they cannot make a call for help. It is well known that during the winter rains in Mendocino County, landlines go out. Sage Statham, manager for Mendocino Community Network (MCN), testified during the PPH about the “crumbling copper infrastructure that we deal with on a daily basis.” During the winter of 2015-16, with barely average rainfall, MCN had trouble tickets that were open for several weeks without servicing. Mr. Statham emphasized that the technicians themselves were hard-working and diligent, but there simply were not enough of them to deal with the heavy volume of outages. He also testified about the often “temporary” fixes that are put in place because “that is all the technicians are able to do.”⁶ Mrs. Susan B. Hoy testified that “in the winter we simply expect service to be non-functional, and that is a tragedy...and **is** the difference between a 3rd and a 1st world nation...” She also testified about outages experienced during winter storms or fires, and how outages affect her personally. For example, when her husband had a heart arrhythmia, she didn’t even try the phone because she “knew it wouldn’t work, and instead threw him into the car and drove him to the hospital.” She (along with others) testified of long wait times when calling AT&T about phone issues.⁷ Another speaker testified that he was told by AT&T that landline service “was not available in his community.” This same speaker told of a former Mendocino County Supervisor

⁶ <http://www.mendocinobroadband.org/topics/special-sessions/>; time-stamp 2:54

⁷ <http://www.mendocinobroadband.org/topics/special-sessions/>; time-stamp 1:45

whose phone quit working, and who tried unsuccessfully to get his connection back, even paying his bill for a year without service ever being restored.⁸

When a landline phone does not function, it poses an imminent threat to the person who is cut off from communication. The above testimony is from just three out of 34 speakers. The hearing was held on a Friday at 2:30 pm, so residents and officials took time off from their work, drove long distances, and waited hours to speak. There were at least three people who had to leave after waiting several hours without being called to speak. We appreciated the care and respect exhibited by the Commissioner Sandoval during all testimony, but as stated in recommended action to the previous question, each speaker's testimony should be followed up by the CPUC because when residents need a phone most, such as during a storm, fire, or emergency, their phones need to work.

There were several residents who were on the speaker list, but had to leave due to the hearing going past the publicized time. In addition, there are some residents with persistent landline issues that were not able to attend the hearing. We ask the commission to follow up on these organizations/individuals as well:

Sally Griggs (on speaker list, but had to leave before called) - Howard Creek Inn (hcr@mcn.org); 40501 N. Hwy One, Westport CA 95488. This B&B typically loses their landline service 4 times/ winter with no cellular available for days or even weeks at a time. There are up to 24 people per night at the B&B who are without 911 services when landlines are out.

⁸ <http://www.mendocinobroadband.org/topics/special-sessions/1> timestamp 3:39

Cancer Resource Center - landline has gone out for weeks at a time.

(sara@crcmendocino.org)

Camp Winnarainbow - (707) 984-6507, Laytonville (Frontier) - landline issues/
phones out for long periods of time when camp in session/kids on
premises.

John Pinches – former supervisor who could not get his landline fixed, referred
to by speaker Steve Dunnicliff (dunnicls@co.mendocino.ca.us)⁹

The Commission should also verify that telecommunications carriers are complying with the rules for reliable service by completing the currently authorized, and now overdue, Network Evaluation Study. This study is for the purpose of addressing the degraded state of network facilities. The Network Evaluation Study was originally ordered in Decision 13-02-023 (February 28, 2013) and affirmed in Decision 15-08-041 (August 27, 2015). The original unanimous decision stated that “a study of carrier network infrastructure, facilities, policies, and practices as described in the scoping memo and ruling issued on September 24, 2012, is a necessary foundational activity within this proceeding to help gauge the condition of carrier infrastructure and facilities and ensure the facilities support a level of service consistent with public safety and customer needs.” *Thirty months later*, Decision 15-08-041 reaffirmed the need for this infrastructure review stating that, “...the examination of the networks of AT&T California and Verizon California Inc. ordered by Decision (D.) 13-02-

⁹ <http://www.mendocinobroadband.org/topics/special-sessions/l> timestamp 3:39

023 in this proceeding *remains necessary*, and directs staff to initiate this study *within six months* of the adoption of this decision” (emphasis mine). As of today, it has been 13 months since this decision, which is 7 months past the 6 month deadline and in violation of the Commission General Orders. Evidence has been presented at these hearings that there is still a strong need for this study.

We ask the Commission to act to update and enforce service quality metrics, including timelines for service restoration and call wait times, and to hold telecommunications carriers accountable to these metrics with fines if they are not met.

C. Theme 5 - 9-1-1 and dial tone access and issues (including lack of information available to PSAPs about 9-1-1 or dial tone outages and the concerns this raises for public safety.

Mendocino is a large rural county, and covers 3,509 square miles of rugged and forested land. Communities are isolated geographically, with long driving times between them. There are four incorporated cities, three hospitals, and nine Indian Reservations, including Round Valley Indian Reservation, the second largest in California. Round Valley is especially isolated, and has lost telephone service to their entire 983 prefix for four days and in some parts for seven days. Reliable telecommunications is absolutely critical for public safety.

The Mendocino County Sheriff testified that during the 2014 outage, a fiber break that caused the loss of critical telecommunications infrastructure for eight coastal communities, he was not even aware of the outage for six hours! Finally, a local fire chief called from his landline to the Sheriff’s home landline on a Sunday afternoon and asked if the phone lines were down. Sheriff Allman stated that he replied, “Of course not, if the lines were down we would have been

notified.”¹⁰ The Sheriff and his department did not know for six hours that an estimated 20% of the county population had lost access to 9-1-1 services and critical telecommunications services. This is plainly not acceptable.

D. Questions: Should the Commission require 9-1-1 or dial tone outage reporting to PSAPs, the Commission, local government officials, CalOES, and/or the public, and at what threshold of outage should such reporting be required? Is 90,000 user minutes an appropriate threshold for outage reporting in California, or another threshold, and if so why? Should outage reporting be required in rural counties defined as those with a population of less than 600 people per square mile or less, or in both rural and urban counties, and if so why? Should all telephone corporations be required to report such outages, or only a subset of such wireline or wireless?

Yes, the Commission should require 9-1-1 or dial tone outage reporting; as stated above, reliable communications are especially critical in rural counties for public safety. Evidence has been submitted into the record by the Sheriff of Mendocino County that notification of public safety officials does not necessarily occur, and this lack of notification is unacceptable because it can have serious negative impacts on the efforts of public safety officials. The Commission should take action to require outage notification to all affected PSAPs and to the County Sheriff. CalOES and the Commission also should be notified, as this information is vital to inform the functioning of these agencies as well. The public also needs notification so that they can take appropriate actions.

An outage threshold of 90,000 user minutes *is* an appropriate threshold for reporting. The Network Outage Reporting Standard (NORs) reporting threshold of 900,000 is woefully and completely inadequate for rural areas.

Reporting should not be based on population density; if based on a population

¹⁰<http://www.mendocinobroadband.org/topics/special-sessions/>; time-stamp 1:00

density of 600 people or less per square mile, almost all of a rural county would be excluded from any reporting requirements, a situation which would obviously be detrimental. In the above example, where the Sheriff was not notified of a major communications outage, only one of the eight communities affected by the outage has a population density of over 600 people/square mile (Fort Bragg). The threshold of 90,000 user minutes is appropriate for rural counties, as this would mean that an outage for a community of 300 households would require reporting in five hours; and a community of 1,000 households would require reporting in 1.5 hours. All telephone companies, both wireline and wireless, should be required to report such outages, as households vary in which technology they use. Many household in rural counties do not receive a mobile signal, and rely exclusively on landlines and VoIP. In other areas, where a mobile signal is received, households rely exclusively on cellular and wireless VoIP. Both should be subject to reporting standards and thresholds.

The need for these reporting thresholds is also evidenced in the Emergency Reliability and Public Safety Act (SB 1250) authored by Senator McGuire. This bill originally would have changed the very high current outage reporting thresholds (based on user-minutes) so that outages in rural areas are reported to county and state Offices of Emergency Services. It would have required carriers to inform the CPUC, County, and State OES within 30 minutes of outages that last more than 30 minutes or have the potential to affect 75,000 user minutes in rural areas of the state. Unfortunately, this bill did not pass due to intense lobbying from the telecommunications industry, *not* from lack of need.

Sheriff Allman and local grassroots groups testified in Sacramento as to the need for this legislation. We request that the Commission act to put residents of our rural counties on an equal footing with residents of urban counties, and require adequate notification at a level appropriate for rural counties.

Greater transparency between telecommunications companies and high-ranking county public safety officials such as the Sheriff are needed in other matters affecting telecommunications, not just outages. These officials regularly deal with sensitive and confidential information, and have protocols in place in how they handle such data. If the Sheriff has an official request for confidential information, and their knowing that information allows them to perform their public safety function better, then telecommunications companies should be required to comply with such data requests in good faith or to report to the Commission why they are not able to do so. Mendocino Sheriff Allman stated in his testimony that he believed that “redundancy meant redundancy”, and he didn’t know about “diverse redundancy, which is what we actually need.” Sheriffs deserve a higher level of disclosure of information than the general public receives through press releases from the External Affairs Office of a carrier. For example, AT&T told our county that the problem of outages has been “fixed,” but the Sheriff would like to know, and truly understand, the “how” of that solution with a little more detail. Mendocino County truly wants to work with AT&T as a partner, but there has to be more transparency at a higher level because, as our Sheriff stated at the PPH, “I can keep a secret.”

We ask the Commission act so that when official requests from high-level public safety officials for information in matters that potentially impact public safety are made to telecommunications carriers operating in their county, those carriers are required to provide that information in good faith, or to provide to the Commission a valid reason as to why that information cannot be shared.

E. What steps should the Commission take to make it easier for the public to report 9-1-1 and dial tone outage issues to the Commission? Should the Commission develop a mechanism to make such reports public, including publishing a map and comment board about outages and service restoration that takes more than 24 hours, or other issues about conformity to the Commission General Orders and Decisions?

The Commission should take steps to develop a reporting mechanism for the public to both report and receive information on prolonged outages and ongoing outages due to maintenance issues, as the availability of this information to public safety officials and the public is essential. This is critical because during a widespread outage, if the public can't get information they call those agencies where they *hope* they can get information, such as the Sheriff's Department. The Sheriff's department is then overloaded with calls from the public on whatever line might still be working, and if the outage were due to a crisis of some kind, the efforts of that agency to deal with the crisis are impeded by the lines being jammed with all the calls from the public. This happened during the "sunny-day" outage of 2015, when luckily there was no "other" crisis the department was dealing with.

The public must be able to receive accurate and timely information. This allows other agencies to continue to function, keeps misinformation from spreading, and limits chaos. During the widespread 2015 outage, the Broadband

Alliance found that only 6% of residents reported that they felt “well -informed” at the time. In regards to the smaller, on-going individual line outages, during the winter storms of 2014, when many people’s landlines were out, there was no way for the Sheriff and public officials to know whether the number of people who could not access 9-1-1 was 20, 200 or 2000. This lack of information was in stark contrast to the regular PG&E reports on the radio which would state information such as, “PG&E reports that there are 135 houses without power on the south side of Main Street, and repair is estimated to be by 4 pm today.” The Commission should take action to develop a comparable requirement for telecommunications companies to report to the public the number of lines affected, and estimated time before repair. In addition, the Commission should also not be swayed by AT&T promises that network upgrades have eliminated the potential for widespread outages. The news of network upgrades is welcome indeed and we are thankful that the outage potential has been greatly reduced, but reporting requirements are still absolutely necessary to hold corporations accountable to the public and because of the strong connection with public safety.

Note that these reporting thresholds by telecommunications carriers will not be able to catch the on-going but smaller number of household that lose reliable service due to infrastructure issues, particularly those related to deteriorating copper. For this reason, a method for the public to report outages and for that information to be publicly available is necessary. We also repeat that it is vital to complete the infrastructure review and service quality standards in

combination with reporting thresholds so that holes in our public safety network can be identified and closed, and not allowed to get bigger.

IV. CONCLUSION

Mendocino County applauds Commissioner Sandoval and Commission staff for traveling to Mendocino County to hold a PPH to hear directly from the people impacted by telecommunication outages and service-related issues. With the continuing deterioration of traditional phone service, and without a firm commitment to universal broadband service, rural counties such as Mendocino are at a serious disadvantage.

Supervisor McCowen spoke at the close of the hearing and stated that: “It is our hope that this hearing is a watershed event in our quest for a quality of service and opportunity, and it has literally taken years for our voices to be heard...there really is a problem, and it is deserving of a solution.”¹¹ A hearing means nothing, and certainly will not be a “watershed event” if not followed up by action. We ask the Commission to act in the interests of the rural residents of Mendocino County and the state by responding positively to the recommendations provided in these comments in response to this ruling.

Respectfully submitted,

Dated: October 4, 2016

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¹¹ <http://www.mendocinobroadband.org/topics/special-sessions/>; timestamp 3:38

Incident Report on Internet and Phone Outages in Mendocino County

On Sunday, August 3rd, 2014 at approximately 5:20 pm a “hit and run” accident in rural Mendocino County took out 400' of aerial AT&T fiber optic cable. The consequences from this single accident along the Comptche-Ukiah Road were dire and long-lasting: the loss of almost every type of communication - telephone, Internet, cellular, and 911 services for an estimated eight (8) communities¹ situated along the Mendocino County coastline and loss of some cellular service for three of the County's inland areas for forty-five (45) hours. The exact number of residents that were affected by the resulting communications breakdown is unknown, but is estimated to be many thousands of people.

Mendocino County Sheriff Tom Allman estimated that 20% of residents lost their 911 services², which in a county with a population of approximately 87,000 residents would be 17,400 people. The outage was lengthy because the AT&T backbone fiber network was not configured to be redundant nor diverse with protection routing. This was not due to the lack of fiber in the surrounding routes. AT&T owns the Manchester cable landing station - critical US infrastructure - just a short distance away from the fiber break. AT&T did provide diverse fiber and protection for their cable station but elected not to provide the same for the surrounding community and emergency services.

At this time inland, approximately 25 miles northeast of the coast a concurrent emergency was developing: the Lodge Fire Complex (started July 31st) was growing from the wilderness area where it started and beginning to threaten surrounding communities.³ The local Community Center in Laytonville was designated as a Red Cross Evacuation Center for those residents who might receive evacuation orders. Unfortunately, the fiber break impacted much of the cellular services in this area, and many residents would not have been able to receive their “reverse 911” calls had such an evacuation warning/order been given. Firefighting efforts were also complicated as a result of the fiber break (alternative satellite communications system had to be supplied).

¹ The coastal communities affected included: Albion, Little River, Comptche, Mendocino, Caspar, Fort Bragg, Cleone, and Westport. Inland some cellular services were disrupted in the communities of Laytonville, Leggett, and Branscomb.

² As stated by Sheriff Allman at a meeting convened by Congressman Jared Huffman on 8/18/14.

³ The surrounding communities of Leggett, Tan Oak Park, Laytonville, Leggett, Cummings, BenBow Lodge, and the Wilderness Lodge area of UC Berkeley's Angelo Preserve were threatened, and some did receive evacuation orders days later.

Documented Impacts to Residents

The Broadband Alliance of Mendocino County (BAMC) – a not-for-profit group in the County dedicated to improving broadband access to Mendocino County residents – immediately created an online survey for affected residents to fill out once their service was restored. The purpose of this survey was to document how they were personally impacted by the outage (see Appendix G). The initial survey was mainly advertised through “word of mouth”, radio Public Service Announcements (PSAs), and newspaper articles. In the weeks following the outages, 741 responses were received. Survey respondents were asked to indicate exactly which services they lost as a result of the blackout, and were given the opportunity to answer open-ended questions about how they were affected. BAMC volunteers then tagged certain responses for follow up and clarification, and these respondents were asked to fill out a second survey that contained “trigger” questions. These particular questions lead the respondent to a hidden page that contained more specific inquiries to obtain targeted data. This follow up survey can be found in its entirety in Appendix H.

Survey Sample Size

The responses represent a fraction of the total number of residents who were affected by the communications breakdown resulting from the fiber break. We estimate that only 6.5% of residents responded to this survey.⁴ This small sampling documents that residents were impacted in a variety of ways, from minor inconveniences to life-threatening situations without a means to communicate. There was also emotional distress from not being able to communicate with elderly/disabled relatives, and almost all businesses reported suffering economic impacts.

For a more realistic estimation of impacts, these results would have to be multiplied by an unknown factor to represent the actual number of affected residents. As of this time, we have been unable to obtain any documentation from ATT as to the official cause of the break nor the number of consumers affected. The survey responses indicate a high level of frustration due to lack of information from providers while the outage was in progress.

Emergency 9-1-1 Call Capability Losses

Out of 741 responses to the initial survey as of October 8, 2014, there were 285 residents who reported losing their regular ability to place a 9-1-1 call, including:

- 4 actual life-threatening medical emergencies
- 39 disabled or elderly residents
- 42 self-reports where respondents affirmed they felt that an internet and phone service outage such as the one experienced on August 3-5, 2014 was a threat to their safety

⁴ The total number of surveys submitted (741) divided by the total population of the affected communities (11,375)

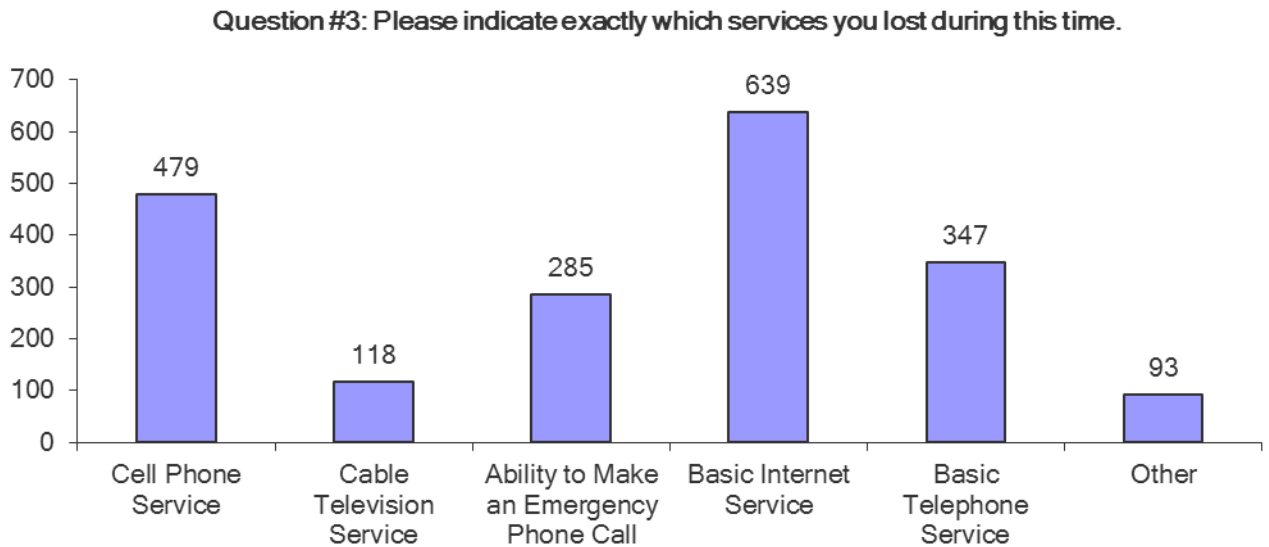
- 14 residents in the area of Laytonville who were potentially threatened by the Lodge Complex fire and who lost the ability to receive status updates on the fire through any form of communication (including texting, placing a phone call, or using internet services to send/receive email or search for updates)

Economic Losses

Survey responses reveal economic losses from the outage at \$215,622. Actual losses are estimated to be in the millions of dollars. Please refer to Appendix A for these particular responses wherein the respondent estimated their loss.

Communications Losses

The following is a graphical representation of Question #3, “Please indicate exactly which services you lost during this time”:



Categorical Groupings

All survey responses were grouped into the following categories using the qualitative analytical technique of *observer impression*. Below can be found a table including each category, the number of responses (“N=”), the percent of overall survey respondents that were grouped into the category, and what BAMC considers an “epitomizing” quote for the category:

<i>Category</i>	<i># of Respondents</i>	<i>% of Overall Respondents</i>	<i>Epitomizing Quote</i>
Actual Life-Threatening Medical Emergencies (Appendix B)	4	0.5%	<i>“My Mother quit breathing and it took me awhile to get Skype up and running while continuing mouth to mouth and trying to reach a friend to call 911 for me. It was hell. She is ok now.”</i>
Disabled/Han- dicapped/Eld- erly (Appendix C)	39	5.3%	<i>“The biggest impact for our household was that my grandmother lives with us and has lifeline. If there had been an emergency while we were at work she would not have been able to use her button to get help from us or the hospital.”</i>
Laytonville Residents Living within 5 Miles of Active Fire Boundary (Appendix D)	45	6.1%	<i>“We were unable to find out if we needed to evacuate.”</i>
Banking Interruption (Appendix E)	33	4.5%	<i>“My biggest concern was not having 911 emergency service available. I was also concerned that the bank in which I keep accounts was down and area stores were unable to accept credit/debit cards, particularly the grocery store. This outage must be considered a 'wake-up' call and address possible future incidents.”</i>
Inability to Use Credit Card (Appendix F)	17	2.3%	<i>“Internet service was completely disrupted at home and on my cell phone. I was not able to use my navigation system. I was not able to access my banking information, even when I went to my local branch in person. ATM machines and credit card machine were down all over town.”</i>

Conclusions

Communication services today are integral to the functioning of our lives and of our communities. We take it for granted that the services are there and will be there, and pay little attention to the details and technicalities of how these networks are developed and deployed. We trust our providers and regulatory agencies to make sure that proper guidelines are being followed to create stability in such a vital infrastructure. Unfortunately, the scenario that played out in our county brings to the forefront certain vulnerabilities. Specifically, the ones that our communities face if a single vehicle can knock out telecommunications abilities for an entire coast (and inland) for two days and bring almost all business activity to a halt.

This report documents the impacts such an event can have on a community, and should act as a warning for all – communities, local government, emergency services, and regulatory agencies whose function it is to oversee these networks. A loss of communications capabilities puts everyone's life at risk if they cannot place an emergency 9-1-1 call. What's more, we feel strongly that this occurrence was unnecessary. There are simple ways to ensure a backup method of communication is in place in the event that a fiber-optic line is damaged.

It is our hope that this report galvanizes regulatory agencies in California and in Washington, D.C. to require a backup method of communications to be in place. We expect the results of this survey will bring awareness to just how interconnected the modern world is. Finally, that the proper functioning of our communities is absolutely dependent on reliable, stable, redundant and ubiquitous broadband networks.

Appendix A – Economic Impacts

Response #	Response	Estimated Loss
Response #1	With telephones and internet out for 2 days during our high season, guests could not make reservations. We estimate loss revenue of \$30,000-40,000.	\$40,000
Response #2	25000	\$25,000
Response #3	We lost sales because no phones or internet. The estimate loss of sales 16,000.	\$16,000
Response #4	<p>Lost untold emails from prospective guests for a vacation rental home. Income loss estimated at 4k-12k.</p> <p>Lost contract on catering deal for a 4 day event for 150 people being held in Elk late Aug as the people did not get a reply to several emails they sent asking me for prices on various menus (they thought I was not interested and found someone else). Estimated loss of 2k-2500 for the dates.</p>	\$14,500
Response #5	3000-5000 dollars per day lost due to no phone or internet bookings.	\$10,000
Response #6	<p>Hotel property: Direct online interface booking to our website caused an estimated \$10,000 loss over three days. Credit/Debit interface went down so had to authorize cards by calling on. On average it took 2m:30s to complete an authorization versus the standard computer authorization of 5s. We had approximately 250 authorizations during this time. 250 x 2m:25s (increase in time spent due to outage) = Approx. 10 additional hours of labor. At an average of \$16/hr for supervisory access to authorize cards (\$16 x 10hr) this \$160.00 loss.</p> <p>Other losses include diminished guest and concierge service from not being able to research local area information, responding in time to RFPs, general e-mail correspondence on pressing matters, etc.</p>	\$10,000
Response #7	<p>Our business is totally dependent on the internet.</p> <p>1. Our point of sales system in retail business unable to run credit cards.,</p> <p>2. Access to Email from our customers and prospective customers. We were unable to deal with our contacts.</p>	\$10,000

	<p>3. Our Customer Relationship Manager software, where all our customer data is handled is on the internet so we could not access that.</p> <p>4. We were unable to process sales and internet orders.</p> <p>5. Our remote office could not communicate with corporate office.</p> <p>6. We could not access our website and social media accounts.</p> <p>7. Our students were unable to gain internet access.</p> <p>8. Limited banking and ATM access</p> <p>I estimate lost revenue was around \$10,000 not including lost productivity of dozens of individuals and stress.</p>	
Response #8	<p>I was fortunate in that I never bundled my service. In my years of living on the coast I have found that putting your eggs in one basket leaves you to vulnerable. It is unfortunate that the large companies (comcast etc.) entice customers to bundle in an area with poor infrastructure. I would say that the business lost 10-15% of sales. This was only due to the fact that customers were panicking and when people panic they do not spend! I would also say that it is taking some time for customers to come back out and spend as usual. Our sales continued to see a drop until just this Monday 8/11/14. We also were not able to file claims with vendors on shipments we received with damages. 99% of our vendors do all of their correspondence through the internet via email. We had a few customers that tried to email us from out of the area and they were annoyed at not being responded to as quickly as they would have liked. The other challenge was not being able to balance our accounts with our system quickbooks since we do that twice a week with our online banking. My partners back went out during this time and we had a great deal of difficulty making an appointment with the doctor. The best part of it was he needed pain Meds and due to the pharmacy being without internet we had to pay full value for his Meds 197.23 our usual co pay is 20.00! More cash out of hand. If we were a young couple with children this would and could be devastating. As for the dollar amount it is still being tallied our loss of sales at the nursery would look like 3000.00-5000.00. We may end up with fees and the inability to get credit on damaged items that were shipped in just before the outage.</p>	\$5,157
Response	there was no way that I could work on the online TV show, and upload it, &	\$5,000

#9	out of about \$5, 000 worth of sponsorships during that time.	
Response #10	I lost potentially \$5,000 during the outage because I could not reach clients and they could not reach me.	\$5,000
Response #11	Unable to input or access claims for customers. Take payments. Answer coverage questions. Lost business to out of area providers. \$5000	\$5,000
Response #12	I could do virtually no work for two days, which meant a loss of thousands of dollars of business.	\$4,000
Response #13	Our business was shut down for 2 days with an estimated loss of business of \$3,500	\$3,500
Response #14	not able to offer remote support services inside or outside the outage area. unable to place vendor orders via internet or phone. Unable to complete or start projects requiring extensive data downloads. Estimated economic impact=\$3000.	\$3,000
Response #15	Probably cost us a few thousand in class registrations and room rentals - people aren't patient if they can't reserve on the first call, or via paypal	\$3,000
Response #16	We lost all emails. We had no idea if we had on-line bookings and/or requests for a reservation. We were forced to close off the ability for on-line bookings through our website in fear of double bookings, etc. I'm sure we lost several thousands of dollars.	\$3,000
Response #17	We could not take credit cards. We could not contact patients. we had many people not show up because they werent able to be reached to confirm their appointments. If I had to estimate how much we lossed, it would be close to \$3,000	\$3,000
Response #18	I was uninformed of a bid for a mural job in Napa at a winery. This is a potential loss of several thousand dollars. The time of the bid ran out before I got my service back. There was much stress and frustration resulting. Then I was tardy responding to a request for services by a musical performer. My frustration and stress levels are over the moon.	\$3,000
Response #19	I was on deadline to produce a video for my job and was unable to reach my boss to let them know. A website launch was delayed. The dollar amount lost could be in the thousands	\$3,000
Response #20	For our retail store we were unable to process credit card sales, estimated loss \$1000 per day. For my vacation rental I had unhappy guests who had no internet service and had to offer them credit during their stay. \$75/day. For	\$2,450

	my wholesale business we were unable to complete basic tasks and had to close for the two days of the outage resulting in a loss of wages to employees, \$300.	
Response #21	Unable to accept debit or credit cards. About 1/2 of our customers pay by card...about \$1200/day.	\$2,400
Response #22	Probable loss reservations total nearly \$2000.00 in gross value (about \$600.00 net).	\$2,000
Response #23	We are a computer repair company so our entire operation was shut down. Without phone we can not contact or be contacted by customers. Without internet we could not place orders, we could not complete repair and upgrades for our customers nor create new repair and upgrade jobs. We could not create invoices, make credit card sales, etc. Loss of revenue (each day sales vary based on retail sales & repair jobs completed) could be between \$250 - \$1000 each day. Employees were unable to work so they will also have financial hardship due to this outage.	\$2,000
Response #24	\$2000 lost revenue due to inability to accept credit cards	\$2,000
Response #25	\$1000 - \$2000	\$2,000
Response #26	My graphics business relies heavily on internet use; sending and receiving orders and customer file, paying bills, and ordering supplies,etc. And without phone service, I don't know who may have tried to place orders. Regular customers not in the area were confused and worried, not know what was going on. Hard to estimate dollar amount, couple thousand.	\$2,000
Response #27	As to our business we were unable to make or receive phone calls so questions couldn't be answered, appointments made or changed and our tax return processing couldn't go forward. The outage cost us over \$2,000 in lost productivity.	\$2,000
Response #28	We could not take appointments and use credit card machine. We probably lost \$800 a day.	\$1,600
Response #29	We lost over 10 sales averaging \$150 each because our credit card machine was out	\$1,500
Response #30	\$1500 in lost wages from lack of work on two of the busiest work days of the week. During the busy season of work.	\$1,500

Response #31	I was unable to give 9 therapy session via Skype at a loss of \$1,350. I also lost good will as I was unable to contact these clients to cancel, re schedule these important sessions. I was also unable to use on-line banking upon which I am dependent.	\$1,350
Response #32	Lost reservations, about \$1250	\$1,250
Response #33	I lost \$1,200 of billable work time during the 2 days.	\$1,200
Response #34	We had to turn away at least four people who wanted to make large purchases at our gallery during the days of the outage. Art purchases are based on emotional reactions and subjective appreciation. You never know when someone will fall in love with a piece of art, and it was so disappointing, both for the artists and for the potential purchasers, when we had to turn them away because our credit card system was down. Those people were in town for a short time only, and, unable to purchase their chosen pieces at the time of their visit, those connections, relationships, and sales were forfeit. I'd estimate we lost about \$1200 in sales, but moreover, we lost the opportunity to send our art home with the people who loved it.	\$1,200
Response #35	Business is vacation rental and potential customers were not able to contact me...probably about \$1000 loss. Thought emails would eventually come through but they didn't. They were never re dived by VRBO.	\$1,000
Response #36	We definitively lost business on this day but probably only about \$500-\$1000. Locals and visitors alike were very upset by the outage. Visitors left town and locals stayed home, but either way, not many went shopping. We went back to manual imprint machines for credit cards (which saved us) but many people assumed we would be unable to take their money. In modern life credit is money, being unable to process the transaction is unacceptable and results in lost sales.	\$1,000
Response #37	1000	\$1,000
Response #38	As a hotel part of a major chain, all of our systems rely on internet. This rendered our computers useless for checking in and out guests. We had to make a phone call every couple hours to have an updated arrival list faxed to us which took about 20 min. each time. We could not processes credit card so we could only imprint them and hope they were good. We missed some online bookings. It took us 3 1/2 hours to input everything when	\$1,000

	internet came back on. I would say we loss about \$1000.	
Response #39	Lost revenue was potentially around \$1,000. Now I will have to make up the missed time by working evenings and weekends. I missed an ad deadline not knowing whether I could get the client's ad to the publication, which is out of the area. And, I had client emergencies during the outage that I was unable to respond to. This represents a loss of good will for my business, which is not quantifiable.	\$1,000
Response #40	At _____, we were unable to get our daily order completed, which meant a delay in receiving special book orders, new stock and the ability to communicate with customers who placed web orders. As a business that thrives on the ability to communicate quickly and efficiently with customers, it made operations difficult at best. As a (retailer) (not owner or buyer) I would personally estimate that we lost somewhere around \$700-\$900 in productivity during the outage.	\$900
Response #41	<p>We were not able to make or receive any phone calls, or communicate via internet with any of our clients. In addition, I was not able to use my cloud-based design software effectively, nor was I able to use my cloud-based accounting software.</p> <p>A fair estimate of time lost for me is based on my shop's hourly rate of \$50. At two full business days of 8 hours each, that is \$800.00. This does not take into account the impact it has made on my clients who now have to wait longer for contracted work due to the set back.</p>	\$800
Response #42	<p>Unable to correspond with customer inquiry for Wedding consult. I lost the wedding booking because I was unable to reply to an email in a timely manner. Estimated cost is unknown but my average wedding job is aprox \$500 - \$800. Unable to communicate with customer about specific order details and delivery arrangements. Luckily she was a good customer and trusted me to work out the details of her order without her direction. Luckily I did not loose revenue from this. For Celtic Creations, again we were unable to communicate with a customer who was expecting an answer to several emails and phone calls. She was frantic that we did not respond and thought we were trying to rip her of for the \$2000 she had already paid for her custom order. Luckily she was very understanding when we were finally able to contact her.</p>	\$800
Response #43	I have a graphic design business. My clients and I couldn't even reach each other for almost 2 entire working days. Also, I use a few programs in my business through the internet, like my invoicing, time keeping and project	\$750

	database. I lost about \$750 of billable time during the outage. I couldn't work on any client websites either.	
Response #44	Loss of revenue: Approx. \$625.00	\$625
Response #45	Estimate \$600 sale lost	\$600
Response #46	_____ totally functions with internet and cell phone.. We could not communicate at all with clients our potential clients. We lost at least \$600 over the two days.	\$600
Response #47	I distribute educational films and I was unable to fulfill orders, respond to phone correspondence, finalize e blasts - do any phone communication. Basically my business came to a halt. Business lost aprox. \$500.	\$500
Response #48	Business shut down for two days.\$300-\$500 lost.	\$500
Response #49	No internet service for the business meant no email communication, online reservations for customers were not available and no credit card processing. Estimated loss of approximately \$500.	\$500
Response #50	My business is entirely internet based, so I was completely unable to work for 2 days. Estimated loss approximately \$500-750.	\$500
Response #51	Not able to receive reservations from outside booking agency's or to adjust room inventory online making it easy to oversell rooms causing us to cut off renting rooms online (our main method) cost to business aprox 500.00 durring outage	\$500
Response #52	500	\$500
Response #53	I had to close my preschool for one and a half days because we have MCN fusion and had no way of making an emergency phone call, no way of calling parents of the children in an emergency, no one could call us in an emergency, and our fire alarm was down to the fact that we had no phone line that it could use. I was able to call only a linted amount of phone numbers from my personal cell phone which is why I was able to stay open just in the morning for those families who could be reached via my cell. I had to turn people away if my cell could not connect with one of their phones. We lost about \$500 of revenue.	\$500

Response #54	I lost two days of work. This amounted to \$400-500. I had to contact one of my fellow consultants by phone and have her contact the rest of our team and our employer to let everyone know that I was down...with no hint as to when I would have internet service again. Our assignments have a definite return time which put a strain on the rest of this 5-man team.	\$500
Response #55	450	\$450
Response #56	\$400 for the cancelled of one appointment to develop website & loss of two half day work hours regularly scheduled.	\$400
Response #57	Likely a few hundred dollars. We were unable to publicize our upcoming events or sell tickets for an extremely popular show. We saw a slight dip this weekend in attendance as a result.	\$400
Response #58	At least one room could have been rented if not for the outage. Around \$400.	\$400
Response #59	My business lost the ability to receive new orders, and to provide needed customer service. I lost at least one and maybe two orders adding up to hundreds of dollars	\$400
Response #60	Lost revenue as a result of not being able to respond to a specific reservation request for 3 nights in November. I had 24 hours to respond before the request expired. Customer went elsewhere after 24 hrs. I lost \$360, plus it impacted my response rating in the Airbnb website, reducing my response rate from 100% to 90% and affecting my standings in the ratings.	\$360
Response #61	Got behind on work & lost connections Most likely lost 2-300\$\$ income. Not too terrible, but more than I can afford atm.	\$300
Response #62	Many people's phones were out and we were unable to reach patients. The Fax machine was out.	\$300
Response #63	Selling my truck \$3700. Loss of business \$250.	\$250
Response #64	As a Realtor, I was lucky not to have lost too much business. Maybe \$200 in lost broker price opinion jobs. But I potentially could have lost a big client, and it caused me a lot of stress not knowing. And, it was out at work, all	\$200

	over Mendocino, all over Fort Bragg, there was no where to go that it worked!	
Response #65	see my response in #5. i estimate a loss of income of about \$200	\$200
Response #66	No fax or internet. (Our MCN fusion line is our fax line & internet only; phones are via AT&T.) I had to spend an extra hour on the phone doing what usually takes me a keystroke online. Add in possible lost business due to lack of internet access to check inventory in our warehouse and it cost me maybe \$100.	\$100
Response #67	My Sister and Nephews are planning to visit this weekend and they cannot call us on our landline. We had to purchase calling plans and dedicated phone numbers from Skype. This has cost us \$96.00 for the year.	\$100
Response #68	It took longer to complete printing paperwork without the network- Probably about 1/2 hr longer than necessary- \$50.	\$50
Response #69	My husband's construction business' bidding process was delayed. He had to have things faxed to him that he couldn't receive on-line and he had to pay \$30 for a set of plans he couldn't view on-line.	\$30
Total		\$215,622

Appendix B – Reports of an Actual Life-Threatening Medical Emergency

Response #1	I had to call 911 for emergency services, but could not call 911 via Skype; which I had luckily just set up. I had to call a friend who then in turn called 911 for me. At the time I was giving my Mother mouth to mouth between trips to the computer. This was a terrifying experience, and we were told by AT&T they had fixed the problem. They did NOT fix it yet and we have another repair order to which they say they will respond by the 5th days evening. We will have had sketchy service for at least two weeks.
Response #2	Amazingly enough, my husband had to go to the E.R. at the hospital during this outage. A volunteer firefighter had been at our house the previous day monitoring my husband's vital signs and had given me the idea of driving down to the Mendocino Volunteer Fire Department at the bottom of Little Lake near the highway. So on Tuesday afternoon August 5th I did just that and luckily found the ambulance and one of the EMTs there, who got the emergency services going and my husband was transported to the hospital. This story has a happy ending and it was more straightforward for me getting help because I live less than a mile from the firehouse and because I was in touch with a volunteer firefighter, but I can imagine for someone living more remotely, such a situation could easily turn into a life or death situation.
Response #3	There was a bridge game with 12 people playing at the Woods when one person went into a diabetic faint. No phones and no cell. One person's phone worked and the fire dept. came, later an ambulance. Very scary and frightening.
Response #4	Unable to work from home due to Internet being down. Also we rely on Skype for phone contact (no cell phone reception here). So we were effectively cut off completely. My wife and her adult son are both disabled. she has copd and he is a severe paranoid schizophrenic with multiple diagnosis. To be left with no phone communication was terrifying ! Moreover, he was due for a vital injection (3 weekly) which stabilizes his illness enabling him to deal with day to day life, but was delayed by 2 days as a direct result of internet failure, causing the pharmacist to be unable to process his prescription through Medi-Cal. Very disturbing !!!!

Appendix C – Disabled/Handicapped/Elderly

Response #1	I am disabled and a fall risk--if I fall I cannot get up without help. I could not use my cell phone so I could call for help if I fell. I felt very vulnerable, isolated, and scared. I was without all internet services - I could not contact my MD (I was waiting for some test results)...more unnecessary worry! My family could not call to check up on me as they usually do on a regular basis.
Response #2	My wife and I are ill, (cancer) and my wife could not report testing results via Internet as required. Both phone and internet, (MCN Fusion) were gone. Local radio lacked info, was beyond "inconvenient" and strange as to a lack of news on it via radio. (Very spotty on Coast radio when we tried to listen for news). Our station is normally good as to such events, but on this one, it was deplorable.
Response #3	My rheumatologist had emailed me with important drug information due to my changing health. I did not realize he had responded via email on Sunday night. Several days past before I discovered I was to change my drug regimen. This was not critical, but may have saved me several days of pain.
Response #4	I am disabled and in a medical clinical trial. I was unable to contact the administrator of the trial to report on aspects of the effects of the medication I am taking.
Response #5	86 y.o. stroke victim & housebound mother was unable to use phone, and her phone-based 'First Alert' necklace was also inoperative. No 911.
Response #6	I work from home and rely on my MCN Fusion and Verizon wireless. Because I was unable to connect (even went searching in Fort Bragg) I had to get in my car and drive 4 hours to my company's office in the South Bay in order to get my work done. I lost a day's worth of work time and lost points with my employer who allows me to work from home. My elderly mother-in-law, who lives from home in the town of Mendocino did not have a phone line and was unable to call for help. She is not able to leave the house alone to get help should she have needed it.
Response #7	I was home from 5 days in the hospital for spinal surgery. I had just been home for a week and was on a great deal of pain medication as well as being physically very vulnerable. My partner was not able to be home with me 24/7, so it was disconcerting for both of us. Being basically bed bound and only getting up with a walker to use the modified bathroom was potentially dangerous, especially with no ability to call for help if I needed it. I am 62 and have had both knees and hips replaced, with the last hip replacement having been in January. If this is going to be an ongoing issue on the coast, I may need to start thinking about relocating.
Response #8	I am disabled and the internet is my main connection to the world outside my home. We don't have a land line, and t0mobile was down also. We could occasionally (twice)

	get two bars from StaightTalk and were able to complete one call to let the family know we were safe.
Response #9	could not call sister who had surgery 4 hrs away. could not contact ANYONE. I am over 71...if I had an emergency and needed help....I would be out of luck.
Response #10	unable to make ANY phone calls or log on. as a disabled person living alone, it was very isolating.
Response #11	We are both in our 80's and had no phone, cell phone or email. We would not have been able to contact any one in an emergency.
Response #12	Totally cut off Husband is a heart patient and occasionally needs 911. Scarry
Response #13	My wife is an advanced cancer patient and I have a serious heart condition. We would not have been able to seek assistance during this time, had either of us needed extra care.
Response #14	My daughter is disabled. She lives in FB. I had to drive in to check on her as I could not get her by phone and she could not get me. Connection is vital for her.
Response #15	It was difficult to not be able to call my 80 year old mother, who needs me regularly. She could not call me either, she only had a Verizon phone which did not work until Monday. Her house phone is U Verse as is her internet.
Response #16	Aside from the usual social connections, which can be postponed for a few days, I was very anxious during the shut-down, due to health issues. I tend to have A-Fib periodically and am at risk for stroke. I know that I am just a phone call away from life or death, should my A-Fib not resolve on its own. I live alone, so it is absolutely vital for me to have access to emergency services via phone.
Response #17	I have a disabled daughter at home, and we could not reach her caregiver....no 911 service. Very scary.
Response #18	My husband and I are seniors. I am disabled and unable to walk (more than a few steps) and stand (for a few seconds). My chronic illness requires me to be able to call for help, if I have to. I didn't feel secure because of the outage. Also, I work from home via the internet and phone, so I was unable to work and earn an income. I had to cancel phone meetings with clients because of the outage. This was a sacrifice as we are low income, and need every opportunity to earn money that comes along. We did finally go to the library to use their internet but I couldn't stay very long as my back condition is very painful once I'm out of bed. My husband was also inconvenienced in his personal family matters which required him to talk to his bank back East on a public phone. So he lost

	privacy, timeliness, and access to his files while making this call. It became very complicated, unfortunately.
Response #19	Unable to reach elderly friends on the coast to monitor their welfare.
Response #20	Couldn't contact my doctors (recent amputee) or caregivers
Response #21	I am in poor health, living alone, and my distant family was frantic when they could not reach me. And I could not have called for help if needed.
Response #22	I was unable to listen to my voicemail on my iPhone. When assisting a hospice patient was unable to communicate using iPhone and iPad. Was unable to use landline at hospice patient's location to send or receive calls.
Response #23	Internet and cell. But we have land line for phone so home life was not seriously impacted
Response #24	Handicapped and homebound. No ability to call for help (911) or find out what is going on. Thank goodness for my neighbors!
Response #25	Anxiety producing and fear with no phone in home in case of emergency especially with two disabled persons here.
Response #26	My kids were coming into town and I had know way to get in touch with them.
Response #27	I had no phone service at all. Could not call an ambulance, a friend, no 911. My Great Call Emergency device (push a button for help) stopped working. I live alone and am quite old and hoped nothing would happen because there was no way to call for help from inside the house. Outside, at least I could have yelled!
Response #28	I am a single older person living in an isolated area. Should an emergency occur, I would be helpless.
Response #29	My husband has Alzheimer's. I was very anxious about having a medical emergency. My cell worked, but only intermittently, probably due to volume. Also, when a caregiver was with my husband for a few hours, I was nervous about her not being able to reach me.
Response #30	As a currently disabled senior, I was unable to communicate the need for assistance, should that arise. Also unable to communicate with family out of the area. I live alone, so this is crucial.
Response	Answering on behalf of my 80 year old mother who was without her phone service from

#31	Sunday afternoon until Tuesday afternoon, This also affected her lifeline contact to the outside world. It also cut her off from her children and any medical or emergency contacts!
Response #32	I live alone and am 76 years old. My life is very lonely and scary without my internet connection. Hald my friends didn't even have a phone due to the interruption in service.
Response #33	Handicapped person unable to maintain contact with care givers/support services
Response #34	I am a senior and having no access to phone 911 was troubling having fallen and broken my shoulder 2 years ago.
Response #35	My husband is disabled, and we were fearful of the phone lines not working.
Response #36	Inconvenience: couldn't use the ATM in town, couldn't take care of banking and other business online as expected.
Response #37	Inconvenience: couldn't use the ATM in town, couldn't take care of banking and other business online as expected.
Response #38	<p>Recently diagnosed with cancer, & advised to make treatment decisions ASAP, I lost two days I urgently needed to research technical sources, connect with medical people, gather information & resources, rearrange my schedule, set dates for treatments, etc.</p> <p>Being suddenly unable to reach me distressed my out of town family & friends.</p> <p>Also, I am caring daily for a friend undergoing cancer chemotherapy. She was suffering great discomfort & was realistically anxious that her condition could go critical while 911 was unreachable. She could not have walked or driven to the local firehouse. She was also distressed to be out of touch with her support system locally & elsewhere. Her several caregivers could not check in with her or each other except in person.</p>
Response #39	As an individual, I was disturbed at not being able to make any phone calls from my home. I am in good health, but I am 65. My brother who lives with me is disabled. I also have a 2 1/2 year old grandson living with me. If any of us had needed medical assistance, we would not have been able to call 911. Also, we are in the middle of a drought and a hazardous, dry fire season. What if a fire had started nearby? I also thought to myself, well, if thieves are aware of this outage, now is their big chance to commit some robberies, as people will not be able to call the police.
Response	I lost basic 911 services for 3 days.

#40	I am disabled and had no way to contact Police, Ambulance or Fire Station
Response #41	unable to make connections for a trip on Tuesday, inconvenient not to have access for information which we seek often, scary not to have 911 (elderly) available, no cash available, isolation, friend and professional communications suspended

Appendix D - Laytonville Residents Living within 5 Miles of Active Fire Boundary

Response #1	My husband is in very poor health, and suffers from COPD and CHF. This "outage" occurred during the worst wildfire in our area (Laytonville) in many years. Had my husband experienced a serious respiratory episode due to the very thick smoke that blanketed our neighborhood, I would have been completely unable to contact 911 or ANYONE by phone, for that matter. on the bright side, I expect my phone bill to be lower this month, seeing as how we were without service for 3 days. also, I was expecting several important callbacks from potential employers and one from a county social worker. the outage managed to delay our receiving much needed food stamp aid.
Response #2	We were unable to find out if we needed to evacuate.
Response #3	Fire within miles and couldn't get any info
Response #4	I had no service for three days, and called verizon, because I was told that We use their towers, and reported the problem, I was told by the Verizon rep that there had been no problems in our area. Nobody in our town had service, it was an emergency situation as We had and still have a huge fire burning dangerously close to Us, and evacuation orders were even given. No 911, and even the firefighters couldn't get reception on their cells either. As it turns out, it happened precisely at the time that an accident in Fort Bragg, Ca. had damaged a large section of fibreoptic cable, and no one has acknowledged it, but We are sure that was the reason We lost our service, even though We are several miles inland from Ft. Bragg. As soon as the fibre optic line was repaired, our cell service came back. I would like to see a redundancy service to provide cell service to outlying areas, especially for emergency calls.
Response #5	Without wireless service and living in such a remote area AND it being during a wildfire we had no updates from Cal Fire.
Response #6	no access to any type of communication during an emergency, that is, a wildfire
Response #7	During fire breakouts, we had no communication with family and loved ones.
Response #8	Could not stay in contact with my family, including my mother who lives in Laytonville, near the fires.
Response #9	Unable to reach neighbors at possible risk in Lodge Fire
Response	We have a fire raging in our area with cautions from Cal Fire to keep close to the phone in

#10	case for evacuation. When the phones didn't work as well as internet, we were in the dark about evacuation notices. We could access radio for emergency but could not access phone internet. Very un-nerving.
Response #11	We were unable to contact our doctor or our family members to tell them not to worry since they couldn't reach us. No ability to reach emergency numbers. Very dangerous. We could not reach anyone in the area of the Lodge Fire, where we have properties and dear friends.
Response #12	It was inconvenient and scary not to be able to make or receive phone calls during the big forest fire near my house. I also had no internet so I couldn't check status of fire or send or receive e-mail messages as an alternative to making phone calls.
Response #13	I was having difficulty getting updates on the lodge fire
Response #14	In the area of Laytonville, after about 10 am I couldn't receive or make calls from my own device. It took me several tries/re-sends to get text messages to go through. My parents were out town and live in the Branscomb area and we're unable to get a hold of me. They were very worried about their home and me because of the fire. as soon as I git close enough to Willits to get cell service, I had signal again, so I was only having trouble in the Laytonville area. Many people in my area have gone to using cell phones and have eliminatedtheir land lines. I was unable to call students and parents during our school session as well as other colleagues. Lucky, I didn't have emergency reasons to have to contact anyone, but if I had it would have been very difficult if not impossible. At LHS, we use Verizon hot spots for internet service and I had no access to inherent. As a high schoolteacher, I rely heavily on this service to access records, take attendance and even access the printers. I was unable to do any of it during that time.

Appendix E – Banking Interruption

Response #1	This impacted our family in many ways. My husband is the manager of a local Bed and breakfast in Mendocino, this impacted them an many levels. My son does online school, he was in the middle of an essay when the internet went out. He lost 2 days of work and was not able to turn it in on time, making his grade drop. I also use email to keep in touch with my sons oncologists. We were not able to secure his appointments because the internet was down. Many stores and banks could not accept my debit or credit cards, and I did not have enough cash on hand.
Response #2	Could not complete internet searches and transactions. Could not do banking.
Response #3	My wife & I were vacationing in Ft. Bragg. For two & a half days we were unable to contact our family, access our money via on-line banking or do normal purchasing with local businesses or any of the activities a tourist would do.
Response #4	I was to have installed a new Docsis 3 higher speed modem day of event. Not only lost critical internet, banking, medical, product purchase and skype and email contract, but had to send back modem and drop plans for additional Comcast service.
Response #5	Inability to communicate with those who had no service; difficulty making mobile phone calls (US Cellular) only because their system was overloaded intermittently (probably due to data overuse since that was the only way to send/receive data for those whose internet was down.) Inability to use ATM (but the teller/humans were helpful in the bank; and other services were available using the bank's 800# from my land line that was NOT affected (95410 zip code).
Response #6	I was unable to communicate with my children or grandchildren by phone or email. I was unable to deposit checks in bank or pay bills. Fortunately I did not have an emergency as I would not have been able to call for help. Fortunately I had cash for the grocery store as they could not process my debit card.
Response #7	I was in the middle of a transfer of funds from one local bank to another... Because of the outage, my transfer was delayed which resulted in an overdraft at the receiving bank. I was assessed a penalty fee (which the bank refunded afterwards), but it was a big hassle and caused me considerable stress.
Response #8	No cel phone service at home no internet either. Our bank could not give out more than 100.00 due to their system being down. Many shops & restaurants could not take credit cards as their systems were down. Basically if you have come to rely on your ATM/visa mc card you were in trouble. If you had very little cash on hand when this started it could have been bad. Then there's the gas pumps not working as well due to no cards being accepted.

Response #9	My funds in my bank were not available to me.
Response #10	Luckily my cell works at my house so we were covered for an emergency. Online banking was affected though.
Response #11	could not do online banking or check and send emails.
Response #12	<p>We had no cell, phone or internet service. We were unable to meet financial obligations via on-line banking. A trip to Fort Bragg to the bank did not help as they were also unable to transfer funds.</p> <p>The grocery stores could not accept debit cards so I was limited to a cash purchase. I saw many people just leaving their full grocery carts because they could not pay.</p> <p>My verizon cell phone received voice mail, so I made several trips to Fort Bragg, where my phone worked, to answer important calls.</p>
Response #13	I could reach my son since he only has a cell phone, I could not do my online banking.
Response #14	My bank could not update my account balance to reflect my deposited paycheck because they weren't connected. I couldn't pay bills online. I couldn't communicate with family on the east coast through email or social media. I was able to watch my paid cable station like HBO, etc, but lost basic local networks (channels 1-7). I had a limited capacity to text and make phone calls; the texts and calls would sometimes go through and sometimes not.
Response #15	Had to spend money on rentals. Could not pay online bills
Response #16	Unable to contact our elderly parents. Unable to facetime with our grandchild. Could not access our online bank accounts-pay bills, etc.
Response #17	could not correspond with anyone; could not work since everything is run through comcast - no phones, no computer, could not use atms to get cash and couldn't use credit or debit cards
Response #18	As an individual I lost internet at home (comcast) as well as cell service ((ATT). Interfered with my banking, ability to schedule medical appt, and the pharmacy was unable to access my insurance to cover a prescription I needed.
Response #19	The lower cable channels on Comcast were effected . I couldn't get money from the savings bank atm. No phone, cell, or internet. Kind of creepy

Response #20	could not withdraw money from the bank... what? without internet service my money is no longer mine?? what?? no disaster recovery plan from the banks? makes me want to withdraw my funds and bury them in the yard.
Response #21	No phone (including 911) or internet. No access to bank account.
Response #22	My biggest concern was not having 911 emergency service available. I was also concerned that the bank in which I keep accounts was down and area stores were unable to accept credit/debit cards, particularly the grocery store. This outage must be considered a 'wake-up' call and address possible future incidents.
Response #23	Failure to access media services, access ATM services, or utilize credit card at local business'.
Response #24	I couldn't put money into my bank to pay my bills i couldn't even take any money out. I couldn't even go online and pay my bills. I ended up with late fees.
Response #25	Internet service was completely disrupted at home and on my cell phone. I was not able to use my navigation system. I was not able to access my banking information, even when I went to my local branch in person. ATM machines and credit card machine were down all over town.
Response #26	I was unable to contact family members by phone, U-verse Voice, to let them know what had happened and why I was not on the internet and why my phone was busy. Banks and stores were just a little inconvenient.
Response #27	Unable to access email, facebook, banking, etc
Response #28	Unable to contact family to let them know I was OK. Husband is out of town and had to go to the Advocate Facebook page to see why I wasn't answering phone. Had there been an emergency, I would not have been able to call 911. Companies have encouraged us to do everything online, I was unable to conduct personal business. Unable to do transaction at post office. They couldn't process credit card and I couldn't get cash from ATM.
Response #29	Several businesses were closed or impaired. I was unable to make banking transactions and missed scheduled computer maintenance
Response #30	Inconvenience: couldn't use the ATM in town, couldn't take care of banking and other business online as expected.
Response #31	Inability to access ATM, send a display ad proof to newspaper, call home to disabled spouse, complete prescription order

Response #32	Loss of emergency, business, and banking services in a geographically isolated area.
Response #33	<p>I use an online business service called Airbnb to supplement my income. My business is rated by how soon I respond to a customer inquiry.</p> <p>I had a customer who was having an emergency and she could not get in touch to tell me she would not be arriving at the time we agreed upon.</p> <p>I was not able to withdraw money from my bank account and was not able to pay bills online. This is the first week of the month when I pay bills.</p> <p>My wages are on automatic deposit and I could not receive them when they were due to be deposited causing late fees on some bills.</p> <p>Also, I work for a retail business that could not run credit cards for purchases.</p>

Appendix F – Unable to Use Credit Card

Response #1	This impacted our family in many ways. My husband is the manager of a local Bed and breakfast in Mendocino, this impacted them an many levels. My son does online school, he was in the middle of an essay when the internet went out. He lost 2 days of work and was not able to turn it in on time, making his grade drop. I also use email to keep in touch with my sons oncologists. We were not able to secure his appointments because the internet was down. Many stores and banks could not accept my debit or credit cards, and I did not have enough cash on hand.
Response #2	My wife & I were vacationing in Ft. Bragg. For two & a half days we were unable to contact our family, access our money via on-line banking or do normal purchasing with local businesses or any of the activities a tourist would do.
Response #3	My biggest concern was not having 911 emergency service available. I was also concerned that the bank in which I keep accounts was down and area stores were unable to accept credit/debit cards, particularly the grocery store. This outage must be considered a 'wake-up' call and address possible future incidents.
Response #4	Failure to access media services, access ATM services, or utilize credit card at local business'.
Response #5	Internet service was completely disrupted at home and on my cell phone. I was not able to use my navigation system. I was not able to access my banking information, even when I went to my local branch in person. ATM machines and credit card machine were down all over town.
Response #6	Unable to contact family to let them know I was OK. Husband is out of town and had to go to the Advocate Facebook page to see why I wasn't answering phone. Had there been an emergency, I would not have been able to call 911. Companies have encouraged us to do everything online, I was unable to conduct personal business. Unable to do transaction at post office. They couldn't process credit card and I couldn't get cash from ATM.
Response #7	Inconvenience: couldn't use the ATM in town, couldn't take care of banking and other business online as expected.
Response #8	We were traveling and unable to contact family. We got separated from my granddaughter and by the time we got to her she was in a panic. Tried to use my credit card but was unable.
Response #9	Many local vendors were not able to process our debit and credit card transactions... Of course email was down, it did make us take a look at our slowly developed dependence on digital communications. I do think that we can do without in the time of emergency as we do with the occasional power outage. OBTW, ham radio communications work just fine for

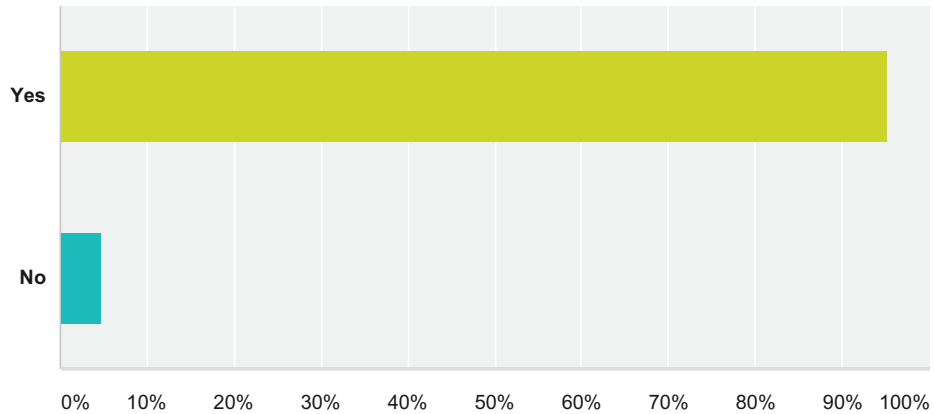
	<p>these emergencies.</p> <p>During my working career as an engineer I would never design a system with a single point of failure. Shame on you AT&T.</p>
	<p>Unable to get news from any bay area TV stations, nBC,abc,CBS,pbs. Unable to reach neighbors during disaster drill who had Verizon and some att residence phones were out...but not all. Unable to use ATM to get cash or credit cards at most business establishments. 911 was impacted.</p>
Response #10	<p>My husband is a deputy sheriff, not only did he get called in hours before his shift to cover parts of the county that did not have 911 service available, we were unable to stay in contact with each other. Our land line was patchy at best, and we had no cell service to text each other. Our home is in a rural area, we have equipment hooked up to our internet so we have cell service, we were unable to connect to the internet or call anyone. We could not purchase anything in town as I do not always keep cash on me and all credit card services were down. I could not purchase my babys medicine or buy groceries. The whole town was shut down.</p>
Response #11	<p>Was not able to use a debit card. credit only. Was not able to get cash back. Not able to get cash from ATM. Cut off from internet. Not able to post news or photos, access email, Facebook, etc. At a local store the new fax machine was connected to Internet, would not work. Older model worked. Kids could not access apps . People who used debit cards only, could not get gas. Terminals down. Gossip changed about what occurred. No one seemed to know. Some thought wildfires responsible. News was vague about when it was getting fixed. More people out and about . I was trying to contact someone and was upset they didn't phone back, so I phoned a friend . We knew almost immediately because every phone was busy and ATMs were down. I was able to post it, before I lost cell phone service and notified someone in charge of County disaster emergencies. I also phoned Comcast and they told me the outage had been reported.</p>
Response #12	<p>Could not use a credit card at various stores in Fort Bragg. ATM not available.</p>
Response #13	<p>Unable to use debit card at market and post office. Unable to register easily for classes at Mendocino College in Fort Bragg. Unable to use cell phone.</p>
Response #14	<p>Unable to use credit card to by gas - tank empty and not enough cash on me to buy.</p>
Response #15	<p>The loss of internet service was inconvenient, but not a serious problem for me. The loss of cell phone service was more disruptive, since I was unable to communicate normally with my family during the day, but this caused no serious problems. Some stores where I normally shop were unable to take credit/debit cards, so I used cash and delayed major</p>

	shopping plans for when services returned. I was disturbed to hear that some people were unable to call 911, and I was concerned about businesses in the area that were unable to do their work.
Response #16	Could not search for materials to repair my home, \$ were not available, credit and debit transactions were not possible - cash only in my town, couldn't pick-up my RXs.

Appendix G

Q1 Were you or your business/organization impacted by the internet service outage in Mendocino County beginning late Sunday, August 3, 2014?

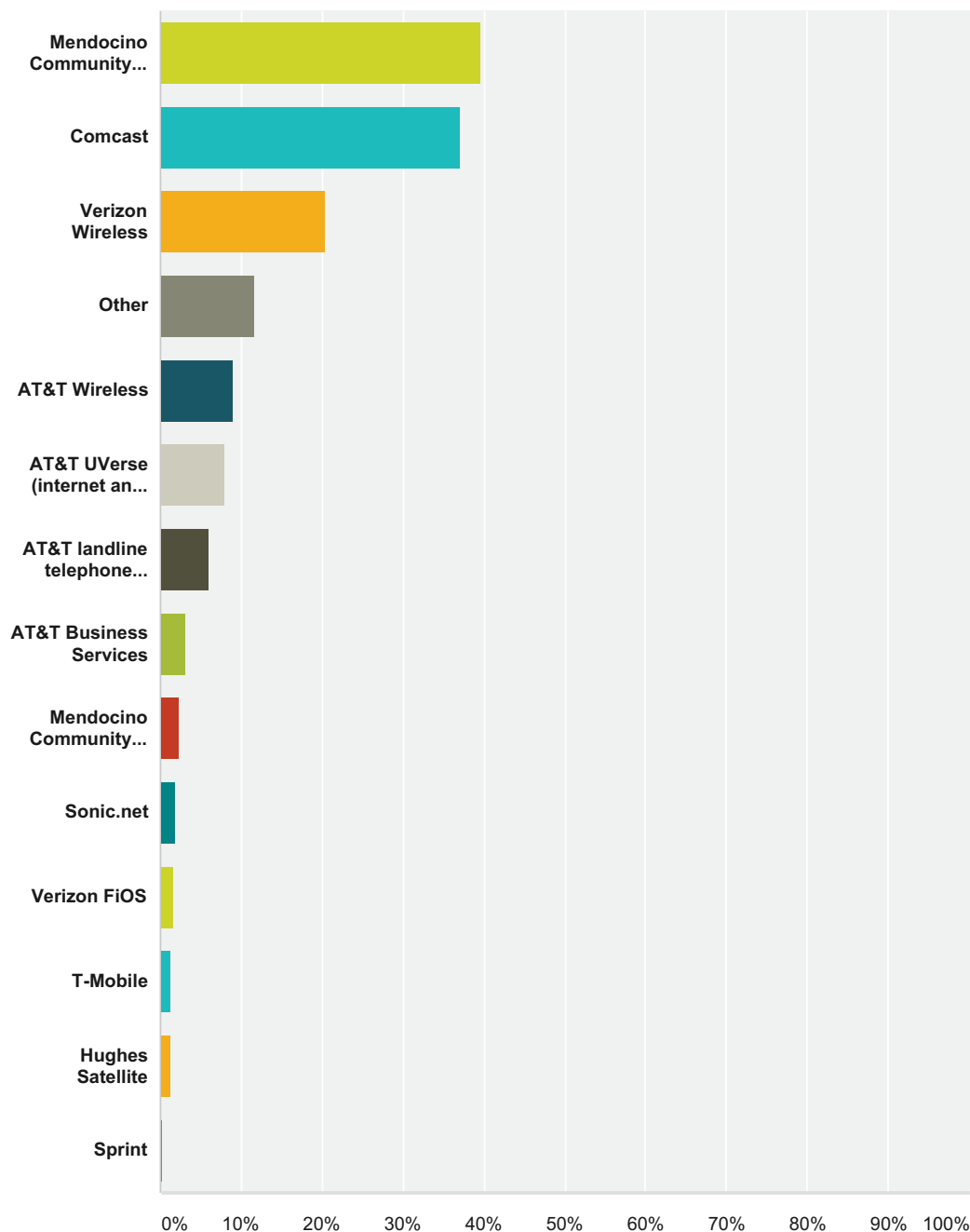
Answered: 741 Skipped: 0



Answer Choices	Responses
Yes	95.28% 706
No	4.72% 35
Total	741

Q2 If yes, can you please identify which service provider you receive internet service from?

Answered: 741 Skipped: 0



Answer Choices	Responses
Mendocino Community Network (MCN) Fusion	39.68% 294
Comcast	37.11% 275
Verizon Wireless	20.51% 152

Other	11.74%	87
AT&T Wireless	8.91%	66
AT&T UVerse (internet and voice)	7.96%	59
AT&T landline telephone service	6.07%	45
AT&T Business Services	3.10%	23
Mendocino Community Network (MCN) Dial-up	2.29%	17
Sonic.net	1.89%	14
Verizon FiOS	1.75%	13
T-Mobile	1.35%	10
Hughes Satellite	1.21%	9
Sprint	0.27%	2
Total Respondents: 741		

#	If "Other", please specify	Date
1	U.S. Cellular and Willits On Line	9/5/2014 10:08 AM
2	MCN Email service only – Fusion????	9/4/2014 2:29 PM
3	ACC Business Services	9/3/2014 4:23 PM
4	us cellular	9/2/2014 4:29 PM
5	None	9/2/2014 10:03 AM
6	Willits online	8/30/2014 8:26 PM
7	pacific internet, using ATT copper wire facilities	8/30/2014 1:25 PM
8	us cellular	8/25/2014 4:09 PM
9	Wildblue/Excede satellite	8/21/2014 4:21 PM
10	Not sure of service, but Apria Healthcare lost all network capability.	8/20/2014 10:42 PM
11	DISH	8/19/2014 4:56 PM
12	Dish	8/19/2014 7:25 AM
13	verizon cell amplifier via internet	8/18/2014 2:17 PM
14	Fusion at work; Excede satellite at home worked	8/17/2014 9:46 PM
15	Excede Satellite	8/17/2014 7:33 PM
16	Dish TV	8/15/2014 8:09 PM
17	North Coast internet	8/15/2014 7:16 PM
18	No outage for us	8/15/2014 11:36 AM
19	Verizon provides both land and cell out on Covelo Rd, 6 miles from Hwy 101. Verizon is not upgrading or barely maintaining my land service, and now my dial up is not working and they can't figure out what's wrong. Actually they want us to use only cell . However cell coverage is variable out here.	8/15/2014 10:53 AM
20	No internet, dial up doesn't work anymore....verizon land line not maintained very well since they took over local landline service. Verizon cell internet not reliable	8/15/2014 10:18 AM
21	Wild Blue	8/15/2014 9:54 AM

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22	Exede Satellite	8/15/2014 9:19 AM
23	directv	8/14/2014 6:56 PM
24	page plus	8/14/2014 4:11 PM
25	AT&T T1 service for Voice and Data	8/14/2014 10:33 AM
26	US Cellular	8/14/2014 8:53 AM
27	US Cellular	8/13/2014 9:40 PM
28	Wildblue Excede Satellite	8/12/2014 7:08 PM
29	trac cell phone didn't work	8/12/2014 2:08 PM
30	comcast	8/12/2014 12:47 PM
31	MCN dsl service via phone lines (no fusion available) and US Cellular for cell phone service	8/11/2014 7:02 PM
32	US Cellullar.	8/11/2014 11:40 AM
33	Exede satellite	8/11/2014 10:53 AM
34	T1 service through MCN in partnership with Sonic	8/11/2014 8:03 AM
35	US Cellular	8/10/2014 1:22 PM
36	Straight talk	8/9/2014 9:55 PM
37	Willits On Line	8/9/2014 6:54 PM
38	Willits Online	8/9/2014 6:18 PM
39	Visiting guests losts cell/data service from various networks	8/9/2014 5:42 PM
40	Pacific.net also	8/9/2014 10:55 AM
41	us cellular	8/9/2014 9:29 AM
42	Pacific Internet (Ukiah business) via DSL	8/9/2014 3:00 AM
43	exceed Internet	8/8/2014 7:04 PM
44	exceed Internet	8/8/2014 7:04 PM
45	US Cellular	8/8/2014 4:39 PM
46	dish. vonage.	8/8/2014 3:16 PM
47	VOIP	8/8/2014 2:52 PM
48	Wild Blue satellite service	8/8/2014 1:05 PM
49	comcast	8/8/2014 9:59 AM
50	MCN DSL	8/8/2014 9:14 AM
51	Tracfone - cell service	8/8/2014 9:11 AM
52	ViaSat Excede	8/8/2014 8:40 AM
53	Wildblue	8/8/2014 7:42 AM
54	Excede	8/8/2014 7:07 AM
55	Xfinity	8/8/2014 12:08 AM
56	open wifi at libraries, Starr center, private businesses	8/7/2014 7:59 PM
57	Willits on Line.com	8/7/2014 6:58 PM
58	Tracphone	8/7/2014 5:33 PM
59	internet service not interrupted	8/7/2014 5:22 PM

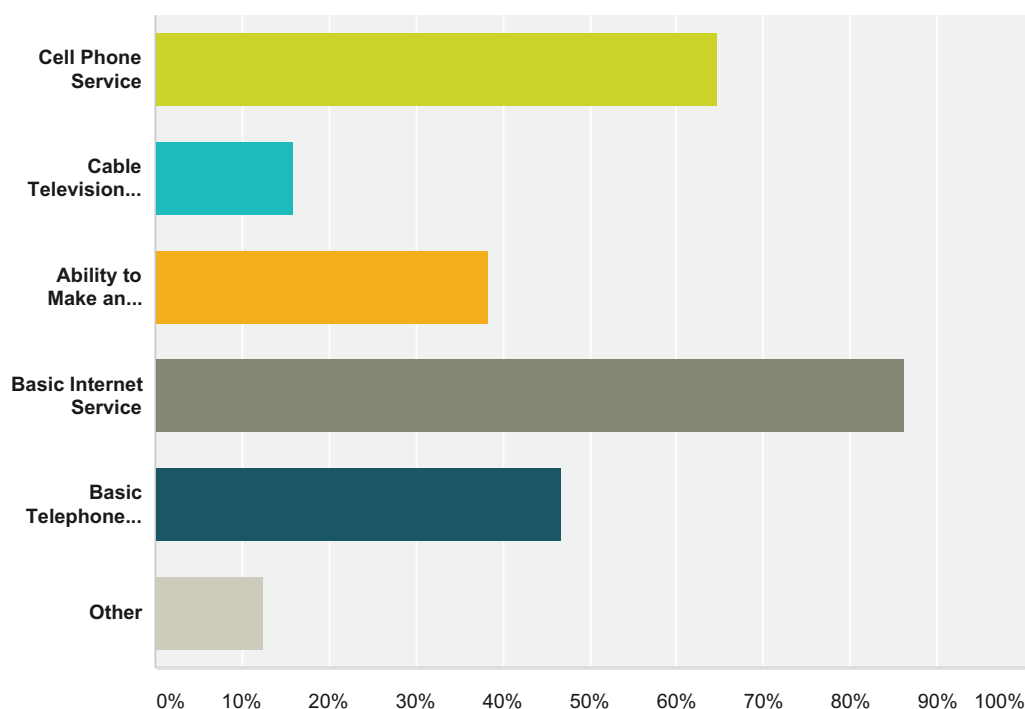
Broadband Outages in Mendocino County during the Week of August 4, 2014

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60	CalNeva Broadband aka Central Valley Cable	8/7/2014 5:12 PM
61	SaberNet now of Chico, CA	8/7/2014 5:11 PM
62	us cellular	8/7/2014 3:30 PM
63	MCN DSL older service	8/7/2014 3:21 PM
64	We use AT&T wireless for home internet, and T-Mobile for a phone service provider.	8/7/2014 2:57 PM
65	exede/wild Blue	8/7/2014 2:17 PM
66	MNC DSL	8/7/2014 12:16 PM
67	tracfone	8/7/2014 11:41 AM
68	my answer was 'NO' but it will not let me submit the survey without answering this question.	8/7/2014 11:23 AM
69	T-1 via MCN/Sonic	8/7/2014 10:00 AM
70	us Cellular	8/7/2014 9:17 AM
71	comcast	8/7/2014 8:48 AM
72	us cellular (had internet, that's not the problem)	8/7/2014 8:43 AM
73	us cellular	8/7/2014 8:39 AM
74	us cellular	8/7/2014 8:35 AM
75	metro pcs	8/7/2014 8:33 AM
76	AT&T mcell	8/7/2014 8:28 AM
77	MCN DSL	8/7/2014 8:12 AM
78	us cellular	8/7/2014 8:09 AM
79	us cellular	8/7/2014 8:00 AM
80	us cellular	8/7/2014 7:10 AM
81	verizon at work and US cellular personal	8/7/2014 6:02 AM
82	Wild Blue	8/7/2014 5:17 AM
83	post office	8/7/2014 12:49 AM
84	Us cellular data	8/6/2014 11:12 PM
85	Dish satellite internet and TV	8/6/2014 10:45 PM
86	Trac phone	8/6/2014 10:34 PM
87	Viasat	8/6/2014 10:32 PM
88	Verizon wireless hotspot	8/6/2014 10:08 PM
89	Comcast in Sonoma County	8/6/2014 9:37 PM
90	MCN T1 line	8/6/2014 9:30 PM
91	Starband	8/6/2014 9:15 PM
92	My MCN comes to South Caspar through Comcast and was down for 2 days.	8/6/2014 8:37 PM
93	Wild bLue Excede	8/6/2014 8:17 PM
94	excede	8/6/2014 8:09 PM
95	Wildblue ViaSAT	8/6/2014 7:56 PM
96	wildblue	8/6/2014 7:49 PM
97	MCN DSL	8/6/2014 7:46 PM

Q3 Please indicate exactly which services you lost during this time.

Answered: 741 Skipped: 0



Answer Choices	Responses
Cell Phone Service	64.78% 480
Cable Television Service	15.92% 118
Ability to Make an Emergency Phone Call	38.46% 285
Basic Internet Service	86.23% 639
Basic Telephone Service	46.83% 347
Other	12.55% 93
Total Respondents: 741	

#	If "Other", please specify	Date
1	I didn't try to make an emergency call so don't know if it would have been a problem.	9/5/2014 8:03 PM
2	EMAIL Service through MCN	9/4/2014 2:29 PM
3	Lost our data network and our main telephone network which is voice over internet protocol (VOIP).	9/3/2014 4:23 PM
4	None	9/2/2014 10:03 AM
5	We were unable to use our square (credit card) sales	8/29/2014 11:41 AM
6	my house phone is on a modem also provided by Verizon Wireless and was completely dead.	8/29/2014 10:42 AM
7	inconsistent connect with cell service	8/25/2014 4:09 PM

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8	could not receive cell phone but could call out	8/21/2014 4:21 PM
9	I do not know if 911 was available no reason to test it	8/20/2014 4:53 PM
10	our online reservation service was down	8/19/2014 11:38 AM
11	not sure what else was lost, as I was traveling and trying desperately to reach my house-sitter!	8/18/2014 7:04 AM
12	had limited tv at home;no phone or net at work; att land phone at home worked	8/17/2014 9:46 PM
13	ability to phone or email those without service; exede satellite worked well; satellite could be 1 back-up option for emergency services?	8/17/2014 7:33 PM
14	incoming faxed orders	8/17/2014 11:02 AM
15	Access to local banking and ATM service	8/17/2014 10:42 AM
16	Verizon Cellphone data, as well as voice, were down.	8/16/2014 10:50 AM
17	none that I know	8/15/2014 7:16 PM
18	No outage for us	8/15/2014 11:36 AM
19	none	8/15/2014 10:57 AM
20	My business colleagues were unable to communicate with me, because they lost connectivity.	8/15/2014 9:54 AM
21	we did not loose our services, however our vendors and banking were knocked out which affected our ability to order, do banking and received deliveries. We are still trying to sort out billing problems that occurred as a direct result of the outage. We received product but vendors couldn't prepare invoices.	8/15/2014 9:19 AM
22	no loss	8/15/2014 7:32 AM
23	none in Ukiah but think responding to this is important	8/15/2014 6:42 AM
24	Cell data	8/15/2014 5:06 AM
25	ability to process credit cards	8/14/2014 10:55 AM
26	Comcast high speed internet	8/13/2014 9:40 PM
27	My satellite service wasn't affected, but the outage caused a screw-up with my banks. See the description of impacts below.	8/12/2014 7:08 PM
28	none	8/12/2014 12:47 PM
29	ATM	8/11/2014 2:32 PM
30	Fax line	8/11/2014 12:35 PM
31	Inability to make emergency phone call through VOIP	8/11/2014 9:53 AM
32	VOIP Telephone	8/11/2014 9:24 AM
33	inability to connect with some internet users,	8/11/2014 9:01 AM
34	internet - through internet sharing on cell phone	8/10/2014 2:25 PM
35	credit card machine	8/10/2014 1:38 PM
36	Cell worked at times but not very well	8/10/2014 8:15 AM
37	cable channels for entire bay area were out	8/10/2014 4:18 AM
38	Ability to use 4G with my smart phone.	8/9/2014 8:47 PM
39	Streaming entertainment	8/9/2014 8:09 PM
40	707 4774199	8/9/2014 6:18 PM
41	Fax Service	8/9/2014 3:07 PM
42	verizon cell phone	8/9/2014 11:34 AM
43	Internet access both via Comcast and AT&T	8/9/2014 8:44 AM

Broadband Outages in Mendocino County during the Week of August 4, 2014

SurveyMonkey

44	Don't know if lost emergency service calls, fortunately, I didn't have one	8/9/2014 8:12 AM
45	none	8/9/2014 3:00 AM
46	fax	8/8/2014 10:48 PM
47	Internet phone service	8/8/2014 9:11 PM
48	None	8/8/2014 9:08 PM
49	Some cable TV channels were received, but none of the SF Bay Area Channels: Fox, NBC, PBS, CBS, ABC networks.	8/8/2014 9:05 PM
50	911	8/8/2014 8:35 PM
51	internet texting	8/8/2014 7:04 PM
52	internet texting	8/8/2014 7:04 PM
53	could not use credit cards	8/8/2014 7:00 PM
54	reservations at my Inn	8/8/2014 2:42 PM
55	Texting, also was told Post Office couldn't guarantee overnight service	8/8/2014 1:52 PM
56	Only the lower numbered TV channels on Comcast Cable were lost (e.g., Channels 5, 6, 9); AT&T land line phone service was retained; MCN Fusion phone was lost	8/8/2014 1:40 PM
57	Cell Phone and Cable TV were partial losses / lowered capacity	8/8/2014 1:31 PM
58	my bank service	8/8/2014 1:05 PM
59	business connections with customers in Fort Bragg and Mendocino, News gathering for broadcast news services on our radio stations.	8/8/2014 12:03 PM
60	credit card processing	8/8/2014 10:39 AM
61	911	8/8/2014 10:12 AM
62	data from businesses such as banks impacted by the outage	8/8/2014 8:40 AM
63	US Cellular was intermittent; I could get internet & email on cell, text was intermittent, cell phone mostly didn't work	8/8/2014 8:27 AM
64	cell service was very unreliable	8/8/2014 7:47 AM
65	network feeds into Comcast Cable TV. Wells Fargo Banking.	8/8/2014 7:32 AM
66	Cell phone data	8/8/2014 7:13 AM
67	Partial tv outage	8/8/2014 6:11 AM
68	credit card services	8/7/2014 10:16 PM
69	Voicemail was inaccessible.	8/7/2014 8:35 PM
70	Sype is our only phone service as there is no phone reception here. Having no phone contact was very worrying.	8/7/2014 7:41 PM
71	Internet based phone	8/7/2014 7:21 PM
72	0 lyrics half of my calls and messages where going through.	8/7/2014 5:15 PM
73	Our connection was not cut, but we were unable to send or receive business files to/from Fort Bragg clients	8/7/2014 5:12 PM
74	texts	8/7/2014 4:57 PM
75	Couldn't use my debit card.	8/7/2014 4:21 PM
76	did not try 911 so not sure if it worked	8/7/2014 3:55 PM
77	broadband connectivity	8/7/2014 3:12 PM
78	lost only bay area channels on comcast cable; I only have a cell phone. Verizon	8/7/2014 3:06 PM
79	Downtime at work place due to IP phone systems, and loss of internet.	8/7/2014 2:57 PM

Broadband Outages in Mendocino County during the Week of August 4, 2014

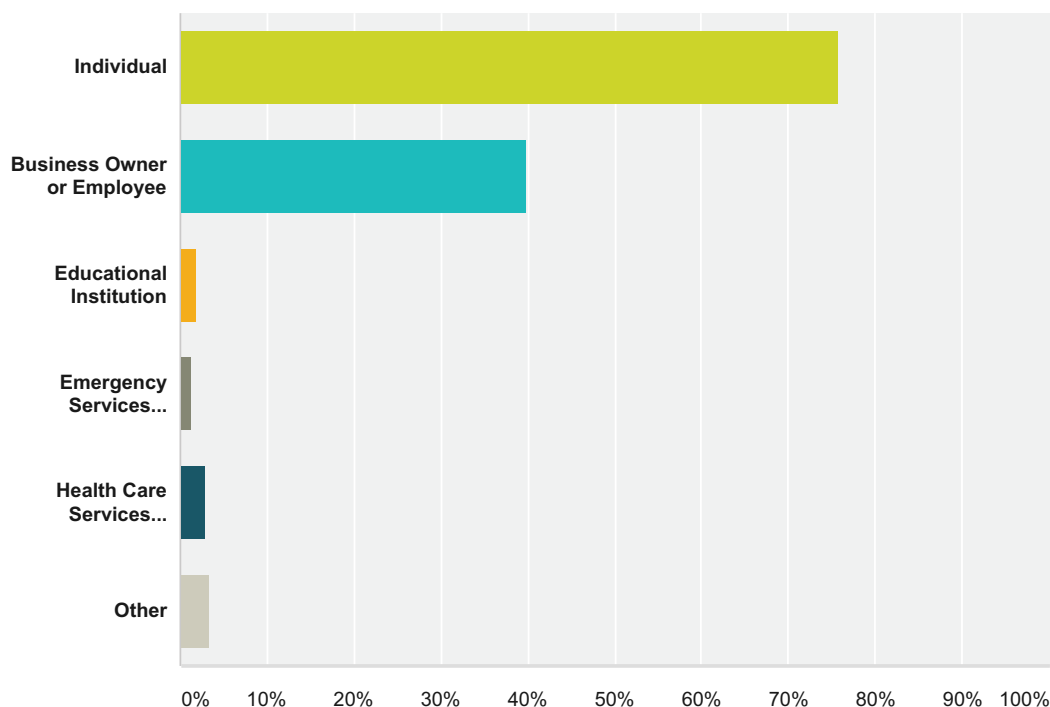
SurveyMonkey

80	Lost cable only for Bay Area stations	8/7/2014 2:57 PM
81	wireless broadband	8/7/2014 2:36 PM
82	unable to make deposit in FB bank that was needed to pay a Visa bill	8/7/2014 2:17 PM
83	None	8/7/2014 2:02 PM
84	Ability to run credit card charges	8/7/2014 1:00 PM
85	Buisness internet service	8/7/2014 12:59 PM
86	Lost Bay Area TV channels on Comcast cable	8/7/2014 12:52 PM
87	San Francisco TV Channels via Concast (not a typo!)	8/7/2014 12:49 PM
88	cell was roaming	8/7/2014 12:36 PM
89	lost Fusion and greatly reduced cell service with Verizon and US Cellular	8/7/2014 12:07 PM
90	ATT 4G, Fusion Internet based phone service	8/7/2014 11:00 AM
91	T-1 internet	8/7/2014 10:00 AM
92	VOIP telephone loss = no 911	8/7/2014 9:57 AM
93	I lost no connections or telephone service at all	8/7/2014 9:35 AM
94	911 services were disrupted on my home telephone services even though the telephone service was not disrupted.	8/7/2014 9:21 AM
95	internet - computer	8/7/2014 9:13 AM
96	No Banking	8/7/2014 9:11 AM
97	Cell Phone Service	8/7/2014 9:11 AM
98	All internet	8/7/2014 9:09 AM
99	credit card sales	8/7/2014 8:59 AM
100	We stream television services therefor they were also unavailable.	8/7/2014 8:45 AM
101	ebt benefits not available	8/7/2014 8:43 AM
102	mobile Internet	8/7/2014 8:39 AM
103	none	8/7/2014 8:12 AM
104	No texting.	8/7/2014 7:43 AM
105	3g	8/7/2014 7:10 AM
106	cellular internet at work	8/7/2014 6:02 AM
107	unable to contact others that were impacted by service loss	8/7/2014 5:17 AM
108	post office	8/7/2014 12:49 AM
109	Data for my smartphone	8/6/2014 11:12 PM
110	NONE	8/6/2014 10:45 PM
111	Several businesses were closed or impaired. I was unable to make banking transactions and missed scheduled computer work. Our Fire Dept. had to maintain volunteers at our station in case of emergency due to 911 disability.	8/6/2014 10:32 PM
112	roku television	8/6/2014 9:42 PM
113	No Loss in Sonoma County	8/6/2014 9:37 PM
114	also the phone line was out connected to mcn. I have an additional land line.	8/6/2014 9:34 PM
115	Verizon Wireless cellular data	8/6/2014 9:30 PM

116	both my landline and cell phones were out of service at my house	8/6/2014 9:14 PM
117	Other verizon wireless customers were unable to call me on my Verizon Wireless cellphone	8/6/2014 8:53 PM
118	could not get gasoline from CFN network in Ft. Bragg	8/6/2014 8:46 PM
119	None. I have a DISH satellite dish and an EXCEDE satellite dish because nobdy will bring cable or DSL to where I live.	8/6/2014 8:17 PM
120	all long distance which is through google voice, directory of phones is through them too.	8/6/2014 8:15 PM
121	web site access	8/6/2014 8:02 PM
122	Phone & Internet "scratchy" but major impact was communicating with customers and vendors.	8/6/2014 7:56 PM
123	Unable to communicate with hospital...on call for neurologic emergencies	8/6/2014 7:54 PM
124	ability to transact credit card sales in my business.	8/6/2014 7:48 PM
125	Lifeline	8/6/2014 7:46 PM

Q4 In what capacity are you responding to this survey? As a(n) ...

Answered: 741 Skipped: 0



Answer Choices	Responses
Individual	75.71% 561
Business Owner or Employee	39.95% 296
Educational Institution	1.89% 14
Emergency Services Provider	1.21% 9
Health Care Services Provider	2.97% 22
Other	3.37% 25
Total Respondents: 741	

Answered: 297 Skipped: 444

107

**Q6 If you are responding as an individual,
please characterize the impacts of this
service outage to you and/or your family.
Feel free to add as much detail as possible.**

Answered: 494 Skipped: 247

#	Responses	Date
1	no internet so to contact, no TV. Wireless is my only phone so with no contact it felt very unsafe as I live alone.	9/24/2014 8:15 AM
2	I live in a remote area and I couldn't contact my family. I also could not conduct any business.	9/5/2014 8:03 PM
3	[REDACTED]	[REDACTED]
4	I was not able to contact friends via email and some by phone; therefore I had no idea of their status or even if there was a problem. In one case a friend was overjoyed to finally make contact because she was along and without communications.	9/4/2014 2:29 PM
5	Cut off from the world!	9/3/2014 8:48 PM
6	I couldn't make calls or receive calls or use the internet during this time. This made working much more complicated. I had to drive to another town to make calls.	9/2/2014 8:00 PM
7	Unable to call out or text or get on Internet from phone no 3g service.	9/2/2014 4:29 PM
8	I had no phone or internet capabilities through my cell phone which is my only phone for 2 1/2 days. Very scary.	9/2/2014 2:55 PM
9	Was not able to call my daughter, who was in the middle of a family emergency.	9/2/2014 12:42 PM
10	well our internet is our phone, no internet, no phone, no 911	8/30/2014 8:26 PM
11	For about an hour (+ or -) I couldn't access addresses on my browser (error message builtin to my system, "You are not connected to the internet"), nor receive updated email. I thought at the time that I was having some local issue with my line, in the house, tried disconnecting and reconnecting my modem cable, etc., re-booting the modem itself. But lo and behold, the service restored itself. This was late afternoon, early evening - sorry, did not note the exact time.	8/30/2014 1:25 PM
12	Impacted our finances	8/29/2014 4:00 PM
13	My husband is in very poor health, and suffers from COPD and CHF. This "outage" occurred during the worst wildfire in our area (Laytonville) in many years. Had my husband experienced a serious respiratory episode due to the very thick smoke that blanketed our neighborhood, I would have been completely unable to contact 911 or ANYONE by phone, for that matter. on the bright side, I expect my phone bill to be lower this month, seeing as how we were without service for 3 days. also, I was expecting several important callbacks from potential employers and one from a county social worker. the outage managed to delay our receiving much needed food stamp aid.	8/29/2014 10:42 AM
14	As an artist, I was unable to assist in the coordination of a gallery show. Several of the artists I work with only have cell phones. This left me unable to communicate with most of the participants. I maintain a land line because we cannot rely on cell or internet service. Our internet service through Comcast is frequently unavailable, especially in the early evenings.	8/28/2014 7:59 PM
15	Loss of 911 ability. Loss of all communications.	8/28/2014 5:31 PM
16	I am disabled and a fall risk--if I fall I cannot get up without help. I could not use my cell phone so I could call for help if I fell. I felt very vulnerable, isolated, and scared. I was without all internet services - I could not contact my MD (I was waiting for some test results)...more unnecessary worry! My family could not call to check up on me as they usually do on a regular basis.	8/27/2014 1:17 PM

17	It disrupted my plans and forced me to find someone who had a working satellite service.	8/26/2014 11:22 PM
18	I work from home via the Internet and was unable to work during the outage. My cell phone service at home is dependent on a Verizon micro-cell which was also unable to function during the outage. I may decide to get a landline after this.	8/26/2014 8:19 PM
19	Could not complete internet searches and transactions. Could not do banking.	8/26/2014 11:28 AM
20	Visitors at my home in Laytonville were on Verizon and lost all cell and data on there phones. US Cellular continued to have data, but cell service was intermittent. Possibly do to heavy usage by users at the Lodge Lightning Complex Fire. They were able to use my US Cellular WiFi hotspot to send Data and Tango voice calls.	8/25/2014 4:09 PM
21	Couldn't make phone calls, send email or communicate in any way other than face to face.	8/24/2014 7:58 PM
22	My wife and I are ill, (cancer) and my wife could not report testing results via Internet as required. Both phone and internet, (MCN Fusion) were gone. Local radio lacked info, was beyond "inconvenient" and strange as to a lack of news on it via radio. (Very spotty on Coast radio when we tried to listen for news). Our station is normally good as to such events, but on this one, it was deplorable.	8/24/2014 2:05 PM
23	Was not able to communicate as coordinator for a non-profit.	8/23/2014 10:59 AM
24	IT REALLY DIDN'T BOTHER ME AT ALL. I DON'T GET ON THE COMPUTER TOO MUCH AND I HAVE A BURNER CELL PHONE FOR EMERGENCIES. SO I REALLY DIDN'T CARE. AS LONG AS I HAD ELECTRICITY I WAS HAPPY!	8/21/2014 2:43 PM
25	Lost internet at home and with MCN Fusion, lost the phone as well.	8/20/2014 10:42 PM
26	All my Verizon cell phones switched to roaming on U. S. Cellular with abysmal 1X data speeds	8/20/2014 3:30 PM
27	My wife & I were vacationing in Ft. Bragg. For two & a half days we were unable to contact our family, access our money via on-line banking or do normal purchasing with local businesses or any of the activities a tourist would do.	8/20/2014 12:46 PM
28	as an individual, it impacted me in every aspect of my life. From searching for health information, to information on many different topics, to connecting with loved ones and friends and much more. It was a terrible situation.	8/20/2014 12:24 PM
29	responding for household, including a teacher who was involved with online class	8/20/2014 7:57 AM
30	I was to have installed a new Docsis 3 higher speed modem day of event. Not only lost critical internet, banking, medical, product purchase and skype and email contract, but had to send back modem and drop plans for additional Comcast service.	8/20/2014 7:46 AM
31	internet and tv were down for over 1/2 the day. Our cell phones barely worked (US Cellular)	8/19/2014 4:56 PM
32	It was inconvenient but not as bad as having the electricity out. It allowed us to work uninterrupted on things. We don't bank online or pay many bills online so this wasn't a problem. We experienced slowed service at the bank we visited. I personally, use the phone very little, since I am hearing impaired and use a telex telephone which I use anywhere from one to five times a month for business purposes, and so the impact on me was much less than family members.	8/18/2014 8:22 PM
33	Cut off from seven kids, fifteen grandkids and three great grand kids. We communicate via the internet and cell since we dropped our land line in the past year.	8/18/2014 2:17 PM
34	The biggest impact for our household was that my grandmother lives with us and has lifeline. If there had been an emergency while we were at work she would not have been able to use her button to get help from us or the hospital.	8/18/2014 1:44 PM
35	As an individual, not a severe impact this time. See other comments below.	8/18/2014 1:18 PM
36	Biggest impact was that even though most of town had internet by Tuesday afternoon, we did not until Friday morning. ATT service rep said that our modem was broken because of the constant cycling during the outage.	8/18/2014 11:07 AM
37	Family visiting from east coast had no way to contact parents. Very concerned about lack of 911.	8/18/2014 9:19 AM
38	As noted above, I was overseas. I had not heard from my house-sitter, who was supposed to send meter readings, etc. I got very worried that something was wrong at home, and made efforts to reach other friends in the area to check on the house. Stressful!	8/18/2014 7:04 AM
39	My rheumatologist had emailed me with important drug information due to my changing health. I did not realize he had responded via email on Sunday night. Several days past before I discovered I was to change my drug regimen. This was not critical, but may have saved me several days of pain.	8/18/2014 6:16 AM

40	Inability to communicate with those who had no service; difficulty making mobile phone calls (US Cellular) only because their system was overloaded intermittently (probably due to data overuse since that was the only way to send/receive data for those whose internet was down.) Inability to use ATM (but the teller/humans were helpful in the bank; and other services were available using the bank's 800# from my land line that was NOT affected (95410 zip code).	8/17/2014 7:33 PM
41	Lost access to Email completely	8/17/2014 6:27 PM
42	Very difficult to run a home business this past week.	8/17/2014 6:21 PM
43	I am disabled and in a medical clinical trial. I was unable to contact the administrator of the trial to report on aspects of the effects of the medication I am taking.	8/17/2014 3:39 PM
44	Impacted my independent jobs.	8/17/2014 9:36 AM
45	No communication at all	8/16/2014 4:26 PM
46	unable to reach work from home and vice versa, unable to use internet, worried about not being able to use 911	8/16/2014 1:36 PM
47	I work at home for IBM. I had to drive to Willits in order to work on my computer and be available on my phone.	8/16/2014 12:31 PM
48	We were able to live without Internet, however losing phone service, especially for 911, is disturbing. Our phones are on VOIP, but you figure you have a cell phone as a backup. Even the cell phone, which is on Verizon was not working.	8/16/2014 11:06 AM
49	86 y.o. stroke victim & housebound mother was unable to use phone, and her phone-based 'First Alert' necklace was also inoperative. No 911.	8/16/2014 10:50 AM
50	I work from home and rely on my MCN Fusion and Verizon wireless. Because I was unable to connect (even went searching in Fort Bragg) I had to get in my car and drive 4 hours to my company's office in the South Bay in order to get my work done. I lost a day's worth of work time and lost points with my employer who allows me to work from home. My elderly mother-in-law, who lives from home in the town of Mendocino did not have a phone line and was unable to call for help. She is not able to leave the house alone to get help should she have needed it.	8/16/2014 10:30 AM
51	Loss of Bay Area T V	8/16/2014 10:23 AM
52	On Tuesday I started receiving back emails and texts from my siblings. My mother had had a stroke. Thankfully she is still with us, but if she had taken a turn for the worse I wouldn't have been able to be there with her.	8/16/2014 9:11 AM
53	Helpless mess And AT&T response nothing!	8/16/2014 7:23 AM
54	If we did not still have old ATT phone lines we would have been without any communication.	8/15/2014 11:00 PM
55	I'm an attorney who works from home. I couldn't work all day on Monday, and on Tuesday I had to drive to Ukiah and spend approximately \$77 on a motel room so that I could use the internet.	8/15/2014 7:13 PM
56	No ability to call 911	8/15/2014 5:38 PM
57	minimal	8/15/2014 4:18 PM
58	Our service outage affected out land line service 3-4 days after the accident! Apparently, in the course of repairing the accident damage they disconnected our primary business line. It was down for about 48 hours. Our second land line was unaffected, but AT & T made it difficult for us to roll over our service to the second line. Eventually they authorized the rollover, allowing us to take calls from guests. We were unable to process credit card transactions until our primary line was back up and running..	8/15/2014 2:21 PM
59	I get internet from Comcast and cell phone service from Verizon. My internet was completely down for three days. Although I had some cell phone service, it was intermittent at best and very poor quality. Most of the time I would just disconnect because I couldn't hear.	8/15/2014 12:29 PM
60	It was just an inconvenience	8/15/2014 12:11 PM
61	Well there was no Internet or cell service so we couldn't communicate with anyone. I was lucky to have 3g some how and was able to look online for any explanation of what happened. I couldn't find a single word from any company about what happened.	8/15/2014 11:08 AM

62	I was home from 5 days in the hospital for spinal surgery. I had just been home for a week and was on a great deal of pain medication as well as being physically very vulnerable. My partner was not able to be home with me 24/7, so it was disconcerting for both of us. Being basically bed bound and only getting up with a walker to use the modified bathroom was potentially dangerous, especially with no ability to call for help if I needed it. I am 62 and have had both knees and hips replaced, with the last hip replacement having been in January. If this is going to be an ongoing issue on the coast, I may need to start thinking about relocating.	8/15/2014 10:58 AM
63	Verizon provides both land and cell out on Covelo Rd, 6 miles east of Hwy 101. Verizon is not upgrading or barely maintaining my land service, and now my dial up is not working and they can't figure out what's wrong. Actually they want us to use only cell. However cell coverage is variable out here.	8/15/2014 10:53 AM
64	Internet from Comcast. Cell phone spotty.	8/15/2014 9:36 AM
65	I was unable to communicate with my children or grandchildren by phone or email. I was unable to deposit checks in bank or pay bills. Fortunately I did not have an emergency as I would not have been able to call for help. Fortunately I had cash for the grocery store as they could not process my debit card.	8/15/2014 9:06 AM
66	no cell service from at&t and no internet for almost 2 days from comcast	8/15/2014 9:00 AM
67	I had ZERO communication capacity. I would not have been able to make an emergency call.	8/15/2014 7:10 AM
68	Personal inconvenience.	8/15/2014 5:06 AM
69	not able to send or receive emails, nor connect to any internet services	8/14/2014 8:55 PM
70	No access to the internet. No emails. No wireless service when not at home office.	8/14/2014 6:56 PM
71	unable to use internet, unable to continue a phone call - texting was possible, but sporadic (US Cellular)	8/14/2014 6:48 PM
72	We were unable to find out if we needed to evacuate.	8/14/2014 6:41 PM
73	Totally cut off, and little information over the radio re what was happening and for how long There has to be a better way All our services should not be coming through one fiber optic cable At least bury it	8/14/2014 6:00 PM
74	I was working from home on an extremely urgent international digital project with a tight publication deadline. The work was to be submitted for review shortly before the principal left for Germany. Because of the outage, the digital files were 3 days late and missed the review deadline. Because of the local provider internet loss, this entire project may not publish on schedule in Taiwan, which means critical text for an already scheduled meeting will not be available. * EPIC FAIL * In addition, I was coordinating the rescue of a shelter dog and transport to a training facility that day. My phone was unavailable during the critical period. Luckily someone else was available to back up, but the service outage could easuly have resulted in the mistaken euthanization of that animal by the shelter. Another consequence of the outage was that I could not mail an important package at the post office since the card reader was down.	8/14/2014 5:08 PM
75	Fire within miles and couldn't get any info	8/14/2014 5:03 PM
76	I had no service for three days, and called verizon, because I was told that We use their towers, and reported the problem, I was told by the Verizon rep that there had been no problems in our area. Nobody in our town had service, it was an emergency situation as We had and still have a huge fire burning dangerously close to Us, and evacuation orders were even given. No 911, and even the firefighters couldn't get reception on their cells either. As it turns out, it happened precisely at the time that an accident in Fort Bragg, Ca. had damaged a large section of fibreoptic cable, and noone has acknowledged it, but We are sure that was the reason We lost our service, even though We are several miles inland from Ft. Bragg. As soon as the fibre optic line was repaired, our cell service came back. I would like to see a redundancy service to provide cell service to outlying areas, especially for emergency calls.	8/14/2014 4:11 PM
77	complete loss of internet accessibility for the duration of the outage.	8/14/2014 1:25 PM
78	Not a huge impact personally but potentially huge if the outage were longer. Banks, grocery stores, hospitals, and pharmacies are our most important service providers. When these businesses are unable to access customer records, where will we be? While some citizens have cash reserves, others have none. As always, crises of this nature impact the disadvantaged, ill, and handicapped first and hardest.	8/14/2014 1:12 AM
79	We lost internet and landline at home, but still had cell service, so it was a pleasant inconvenience.	8/13/2014 9:59 PM
80	It was out for two days with little explanation as to when it was going to come back online and the cause. I contacted Comcast as soon as it went down 5pm to learn that it was going to come back up at 3pm the next day. The next day, that came and went. I called back, no estimate any more. It came back on around 2pm on the second day. If I want a credit, I have call them back AFTER the outage. Not happy.	8/13/2014 9:40 PM

Broadband Outages in Mendocino County during the Week of August 4, 2014

SurveyMonkey

81	Unable to manage my buisness, I left the Fort Bragg area	8/13/2014 5:14 PM
82	Inconvenience at home, No emergency contact available. Fortunately didn't need it. It also impacted my work unable to access necessary Web information	8/13/2014 4:54 PM
83	My sweetheart was experiencing a medical crisis and I was unable to communicate with her by telephone or email.	8/12/2014 11:07 PM
84	Travelled to area to look at real estate. Stayed in a hotel with no internet. Cell phones worked sporadically (sprint). Without email or cell phones making appointments was nearly impossible.	8/12/2014 10:14 PM
85	My 3 year old son attends [REDACTED] preschool. They had to close for 2 days because there was no 911 service and could not call parents in an emergency. We still had to pay for his preschool/daycare hours.	8/12/2014 9:15 PM
86	I was in the middle of a transfer of funds from one local bank to another... Because of the outage, my transfer was delayed which resulted in an overdraft at the receiving bank. I was assessed a penalty fee (which the bank refunded afterwards), but it was a big hassle and caused me considerable stress.	8/12/2014 7:08 PM
87	inconveniece	8/12/2014 5:54 PM
88	kids were very annoying and seemed lost with out internet access. family routine interrupted. had to talk to my family and play cards...very awkward	8/12/2014 2:23 PM
89	Personally it was a nice break - went shopping that sunday afternoon, and Racine's said no credit cards, so I went to Mendo Lake credit, no ATM machine up and spitting out cash, had left my checkbook at home...so I decided to come back another day. No really a big deal.	8/12/2014 2:08 PM
90	As an individual, I live in Laytonville with only a cell phone. No ability to contact friends, patients, or my office.	8/12/2014 1:06 PM
91	Having a stock change course and unable to check current price, call a broker via VOIP, and/or execute trades can be a very expensive situation.	8/12/2014 12:58 PM
92	We could call no one, we received no calls, Our usual dial up speed is about 12 Kps so from 12 down to Zero Kps was no great loss as smoke signals are faster from this location.	8/12/2014 9:47 AM
93	My son's pre-school would not accept students due to their inability to contact parents or 911. My wife had to take two days off work (no pay) to take care of our child.	8/12/2014 7:42 AM
94	No cel phone service at home no internet either. Our bank could not give out more than 100.00 due to their system being down. Many shops & restaurants could not take credit cards as their systems were down. Basically if you have come to rely on your ATM/visa mc card you were in trouble. If you had very little cash on hand when this started it could have been bad. Then there's the gas pumps not working as well due to no cards being accepted.	8/12/2014 6:54 AM
95	No phone, no internet and I don't own a TV. Therefore, I had absolutely no way to connect with anyone via phone or internet. If it had been an emergency, I would have been in big trouble.	8/11/2014 10:02 PM
96	was inconvenienced, but had internet at work inland.	8/11/2014 9:03 PM
97	We were without ability to contact anyone. We live in a remote area in Comptche and had to drive miles to find out from neighbors that we were not the only ones with no phone and no internet. It was not until the next day when we went to town that we realized the issue was regional. I drove to work only to find out that there was no phone or internet in Fort Bragg either. There was no way to contact anyone including elders we care for, no way to contact anyone in case of emergency. Our fire chief emailed everyone to remind them to go to a fire department volunteer who could radio others in case of emergency, but we did not get that email until email came back on. Because we do not have fusion service availability in our area, our phone and internet came back a whole day before other areas that use fusion in town. That was a small irony of our rural location.	8/11/2014 7:02 PM
98	I use email and cell phone service extensively in my work; although I had limited access to cell phone service, with no internet access my work via email was severely impacted.	8/11/2014 4:33 PM
99	I was unable to contact any of my family. I was out of town and on my way home. I couldn't reach anyone. When I got home, I didn't have cell service, internet, ATM and my sister didn't have a land line working.	8/11/2014 2:32 PM
100	I am a radio announcer and could not be reached by phone, cellphone or email to be available for emergency broadcasts. My husband and I were also unavailable to communicate with any family members, one of whom is disabled. We needed parts for our car and they couldn't be ordered. Of course, we also couldn't pay for groceries or make a deposit or get cash at the ATM or any number of other inconveniences of which you are already aware.	8/11/2014 2:00 PM

101	I was out of town Sunday August 3 so am not certain of impacts on my internet service, however, I did lose internet service for a period of time on Sunday, August 10. (I was out until 8pm or so and did not have internet until 8:45 pm or so)	8/11/2014 1:44 PM
102	We were unable to use our land-line, internet and cell phone for 48 hours. If I had know something like this could happen I would have never signed up for UVerse!	8/11/2014 12:59 PM
103	Loss of internet service at home. When calling 611 repair, rep only knew of service issue not how long it would take to repair, no details.	8/11/2014 11:20 AM
104	Without cell phone and/or internet service, I am completely cut off from communication with the outside world as I live on a ridge top in this rural community. Although I also work at home & am unable to do my work without internet access, I am primarily concerned with the issue of safety.	8/11/2014 11:08 AM
105	My funds in my bank were not available to me.	8/11/2014 10:53 AM
106	I needed to contact my 104 year old mother and couldn't get through.	8/11/2014 9:01 AM
107	I wasn't able to make or receive any calls and use the internet. This prevented to from doing my work on Monday and Tuesday.	8/11/2014 8:42 AM
108	Verizon Wireless internet service did not work. Comcast cable lower channels did not work.	8/11/2014 8:09 AM
109	Members of family were in the process of moving out of state. Interruption of communications resulted in flight cancellations and lost money. In addition, we operate a vacation rental in Hawaii, and lost reservations due to this outage.	8/10/2014 7:29 PM
110	Unfortunately, we rely too much on the internet nowadays. I was in the process of firming up my first vacation in 10 years plans and doing a lot of business online to pay my bills and firm up plans. When the wires were down, I could not receive payments or do my banking so I could not even get gas (due to no funds) to go to my day job. It was very stressful and not knowing WHEN it would be back back made it even worse. I could care less about the frivolous part of being online, like Facebook and all that crap, but the business part, no money, was terribly stressful. Also, the phone lines went down at work too. It was not good all the way around.	8/10/2014 7:23 PM
111	Without wireless service and living in such a remote area AND it being during a wildfire we had no updates from Cal Fire.	8/10/2014 5:55 PM
112	I was unable to contact those with whom I have frequent correspondence. They were unable to contact me. Family members who may have been in an emergency situation were inaccessible to me, and I to them.	8/10/2014 2:56 PM
113	no access to any type of communication during an emergency, that is, a wildfire	8/10/2014 2:25 PM
114	During fire breakouts, we had no communication with family and loved ones.	8/10/2014 1:22 PM
115	Everything! From conducting daily business, communication with clients, banking to emergency services to entertainment to children's college courses	8/10/2014 10:43 AM
116	I could not respond to family, or friends or important emails or concerns because the internet was down. I couldn't call anyone or return calls because my mobile phone was also down.	8/10/2014 4:18 AM
117	We were able to use our home land line (through Verizon) and we were able to use our cell phone, but no other phones were working, so calling out was almost impossible. Our home phone may not have gotten in coming calls. Our cell phone would barely work (it had shifted from Verizon to some other carrier?? and was not using 4G). We had no idea what had happened, and had to wait for word of mouth to find out what the problem was.	8/9/2014 8:47 PM
118	I am disabled and the internet is my main connection to the world outside my home. We don't have a land line, and t0mobile was down also. We could occasionally (twice) get two bars from StaightTalk and were able to complete one call to let the family know we were safe.	8/9/2014 8:29 PM
119	---	8/9/2014 8:17 PM
120	Realized it was sort of scary with no 911 services	8/9/2014 8:09 PM
121	Luckily my cell works at my house so we were covered for an emergency. Online banking was affected though.	8/9/2014 7:50 PM
122	We were unable to make long distance calls to take care of scheduling doctor appointments; unable to check email or send important documents: and we couldn't get many TV channels or download movies. Because long distance and cell service were out, we couldn't reach people to advise we couldn't send documents as planned.	8/9/2014 7:43 PM
123	No phone service, emergency or otherwise	8/9/2014 7:17 PM

Broadband Outages in Mendocino County during the Week of August 4, 2014

SurveyMonkey

124	we had poor to no cell service... brief bits of texting	8/9/2014 6:54 PM
125	Unable to access medical services needed at the time.	8/9/2014 6:43 PM
126	My cell phone is my only phone and I live alone outside of Laytonville. I have no close neighbors so had no idea if anyone else was having trouble with their phones. I had internet service so was able to contact Verizon in that way, but they didn't know what was going on. I had no phone service for 2 days, no way to contact anyone in case of emergency.	8/9/2014 6:18 PM
127	could not call sister who had surgery 4 hrs away. could not contact ANYONE. I am over 71...if I had an emergency and needed help....I would be out of luck.	8/9/2014 4:51 PM
128	could not do online banking or check and send emails.	8/9/2014 2:48 PM
129	unable to make ANY phone calls or log on. as a disabled person living alone, it was very isolating.	8/9/2014 1:48 PM
130	Very inconvenient with no information as to how long it would go on. Personal emails, non-profit activities all curtailed by the outage.	8/9/2014 12:57 PM
131	Inability to respond to time sensitive items such as bill payments. General inconvenience of not having basic cable - bay area news as well as general entertainment. Limited ability to communicate with family outside of our area and/or network.	8/9/2014 11:57 AM
132	We pay our bills via internet.We Couldn't pay bills on time; resulting in late fees. Unable to call 911 for emergencies.	8/9/2014 11:34 AM
133	Volunteer Coordinator....unable to reach potential volunteers	8/9/2014 11:10 AM
134	Loss of cellphone & internet cut me off from friends,family,community, services. Couldn't complete enrollment at Mendocino College. Couldn't contact sheriff or fire dept. etc	8/9/2014 10:55 AM
135	I actually had internet access on my home computer network. (Pacific.net and MCN) Don't know why. I live in the Fort Bragg city limits. Cell Phone did not work for calls but I could text. No cable TV at home.	8/9/2014 10:55 AM
136	With the internet down, 90% of the things I needed to do were simply impossible to perform. Even receiving voicemail and calls on my cell phone proved impossible.	8/9/2014 10:39 AM
137	Our family had landline phone service but no cellphones or Internet service, and local cable TV channels were down for 2-1/2 days! Comcast was aware of the problem but AT&T did not even know what was going on and it took them another day to get online!	8/9/2014 10:37 AM
138	I was alarmed that 911 wasn't available since there was a situation in my family that came close to requiring it. Also my mother had broken her hip and staying in touch with her was extremely difficult. Other than that, being without the internet was just a huge inconvenience.	8/9/2014 10:32 AM
139	not being able to communicate by phone or internet resulted in many family members and friends getting worried for nothing. also some business deals that needed to be attended to couldn't be finalized.	8/9/2014 10:24 AM
140	We live about 2.5 miles southeast of Laytonville. Service for Verizon cell phone & wifi service completely disrupted for about two days ---- while local print media and radio didn't have much to offer about fire raging within ten miles north!!!! Verizon signal has deteriorated over the past several months --- dropped calls, very poor internet service. After repair --- things much improved!!!! Best internet signal strength ever recorded here since began Verizon Wi-Fi @ four years ago!!! Leads me to think there was more to problem than specific incident of damage to cable on Comptche Rd. --- like poor maintenance!!!	8/9/2014 10:19 AM
141	Unable to make or receive calls to family outside the area, and local friends who we planned to get together with on their limited getaway to Mendocino. Unable to receive any local (bay area) news of fires in area and along route to home (we live 1/2 time in Little River) in Lakeport, or know location of fire. A rather scary feeling to know there was a fire nearby, but where? No news of any sort until we learned on Wed. it was right up the road where our friends were staying. Our outage lasted more than two days. No service until Wednesday evening or next morning.	8/9/2014 9:37 AM
142	Complete cut off for 2 days from all local, national and emergency electronic communication. TV and radio still functioned but no ability to make or receive emergency calls.	8/9/2014 9:29 AM
143	We are both in our 80's and had no phone, cell phone or email. We would not have been able to contact any one in an emergency.	8/9/2014 8:48 AM
144	We Lost TV Service	8/9/2014 8:33 AM

145	Could not stay in contact with my family, including my mother who lives in Laytonville, near the fires.	8/9/2014 8:12 AM
146	We had no cell, phone or internet service. We were unable to meet financial obligations via on-line banking. A trip to Fort Bragg to the bank did not help as they were also unable to transfer funds. The grocery stores could not accept debit cards so I was limited to a cash purchase. I saw many people just leaving their full grocery carts because they could not pay. My verizon cell phone received voice mail, so I made several trips to Fort Bragg, where my phone worked, to answer important calls.	8/9/2014 7:03 AM
147	My friends who had service interrupted were concerned mostly about the loss of possible access to emergency service connections. I am thankful that I was not in the stores or businesses that lost connections. It would have been terribly inconvenient, but also a possible danger to those most dependent on the services that were unavailable.	8/9/2014 3:00 AM
148	Emergency Response not available Internet shut down delayed numerous business activities and deadlines. Recreational activities TV programs unavailable i.e. sports, news broadcasts, programs	8/9/2014 12:55 AM
149	I could reach my son since he only has a cell phone, I could not do my online banking.	8/8/2014 10:48 PM
150	Unable to reach neighbors at possible risk in Lodge Fire	8/8/2014 10:44 PM
151	As a caregiver, it is important that no matter where I am I have access to telephone service. My mother is prone to fainting my aunt prone to falling and my best friend is undergoing chemo and has had many complications. Two days after we got service back I was called to take her to the hospital because she was passing out. At any time any one of my care gives may need me and my assistance so even when I was home with my mother I was constantly worried about the other and when I had to drive to see my aunt or best friend I was worried about my mother. Thanks goodness nothing happened while my cell service was down.	8/8/2014 10:37 PM
152	We did not have internet, (streaming Netflix is our only TV viewing), or a land line phone. It was very quiet and lonely. My husband was away working the Lodge Wildfire and I could not read the daily news briefs and the Cal fire up dates on line. My A.T.&T.GoPhone cell phone worked most of the time, thank God we could call each other and text.	8/8/2014 10:09 PM
153	No phone or internet service. We were "blind"	8/8/2014 10:01 PM
154	No cell phone service	8/8/2014 9:52 PM
155	No e-mail contact with family	8/8/2014 9:21 PM
156	We could not check e-mail or rely on any phone service. For us it was two days of just not being on the computer or the phone, not a hardship like it could have been. By the second day I could text on my cell phone so even work was covered.	8/8/2014 9:11 PM
157	With no immediate knowledge of the service loss, I spent a lot of time trying to troubleshoot a problem that I thought was caused by me or my equipment. Specific impacts: Loss of internet access to bank records and online banking services. Loss of ability to pay bills online through my bank. Loss of email service. Loss of online daily newspaper subscription access. Loss of Netflix streaming online access. While we had residential landline service, I was unable to contact my wife at her workplace that was without landline or cell service.	8/8/2014 9:05 PM
158	Totally cut off Husband is a heart patient and occasionally needs 911. Scarry	8/8/2014 8:35 PM
159	We had children's programs in progress and we were not able to communicate with parents or outside services. Staff's personal cell phones didn't work and neither did the organization's phone or internet system. Parents were not able to contact their children, staff were not able to contact parents.	8/8/2014 8:32 PM
160	I could not answer emails and it was very stressful. Many of my buyers are from out of town, we do everything email. My documents are all online at the CAR website. I missed out on 2 brokers price opinions which I get paid to do. My son felt it as much, he is a teen and online gaming is his summer pastime. He Skye's his friends during game play, so it basically shut down his social life completely.	8/8/2014 7:38 PM
161	Unable to talk with my children's mom while my daughter was sick	8/8/2014 7:25 PM
162	No internet to operate our systems, no cell phone service for required safety redundant communications.	8/8/2014 7:11 PM
163	I was out of business for most of 2 days. I finally drove to Willits on Tuesday to use the internet there.	8/8/2014 7:08 PM
164	unable to use internet or make emergency calls from home. Had to go outside to use cell service as service is marginal in home	8/8/2014 6:56 PM
165	I was leaving on a trip the next day. I could not confirm my flights or hotel reservations. I could not print my Boarding Passes. I could not call friends and family about my situation.	8/8/2014 6:47 PM

166	No fusion, means no phone service at home. Plus Cellphones were not working either, so I had no way to 1, call 911 in an emergency and 2, contact my child who was at home alone while we were working.	8/8/2014 6:26 PM
167	we were unable to connect with family members, friends, and most importantly the 911 emergency system	8/8/2014 6:17 PM
168	My home service is Internet based from a company called OOMA and when the Internet goes down my phone goes down. Also because I live north of Fort Bragg and there are no cell service available to us, our T-Mobile cell phones only work for us through our wireless Internet. Many places also could not accept any credit cards or debit cards so my ability to shop or buy gas was limited.	8/8/2014 5:27 PM
169	We were unable to contact family and friends, we would not have been able to call for help the event of an emergency, we had no local TV programs updating up on the outage.	8/8/2014 4:51 PM
170	Moderate inconvenience. Could have been very bad if we needed to call 9-1-1.	8/8/2014 4:44 PM
171	I had to call 911 for emergency services, but could not call 911 via Skype; which I had luckily just set up. I had to call a friend who then in turn called 911 for me At the time I was giving my Mother mouth to mouth between trips to the computer. This was a terrifying experience, and we were told by AT&T they had fixed the problem. They did NOT fix it yet and we have another repair order to which they say they will respond by the 5th days evening. We will have had sketchy service for at least two weeks.	8/8/2014 4:42 PM
172	My wife is an advanced cancer patient and I have a serious heart condition. We would not have been able to seek assistance during this time, had either of us needed extra care.	8/8/2014 4:39 PM
173	No cell service, no internet (for stock-trading)	8/8/2014 4:37 PM
174	We are retired so suffered no business transaction problems, but we are always concerned about not being able to send/receive email in our older age and missing out on TV news warnings (weather, fire, etc).	8/8/2014 3:58 PM
175	next to nothing. a quiet reprieve.	8/8/2014 3:42 PM
176	there was NO TV, there was NO internet, there was NO phone service as we do not have a land line - our phone is our cell. we dug out an emergency transistor radio to tune to the local radio station for news.	8/8/2014 3:19 PM
177	As an individual I could not contact my family or friends if I needed help or any of my guests for that matter.	8/8/2014 2:42 PM
178	No ability to reach emergency services if needed. It is unusual to lose all communication - internet, landline and cell service!	8/8/2014 2:29 PM
179	I missed several important business meetings (conducted via phone/internet) and lost 2 days of work time due to inaccessibility of the internet; on the personal side, being out of contact with my 92 year old mother and her caregivers created an inconvenience and disruption with some changes in her accommodations that were underway.	8/8/2014 1:52 PM
180	My daughter is disabled. She lives in FB. I had to drive in to check on her as I could not get her by phone and she could not get me. Connection is vital for her.	8/8/2014 1:46 PM
181	We were cut off from family and the rest of the outside world and were unable to conduct business, create and transmit documents on the internet, etc.	8/8/2014 1:40 PM
182	It was difficult to not be able to call my 80 year old mother, who needs me regularly. She could not call me either, she only had a Verizon phone which did not work until Monday. Her house phone is U Verse as is her internet.	8/8/2014 1:39 PM
183	My bank could not update my account balance to reflect my deposited paycheck because they weren't connected. I couldn't pay bills online. I couldn't communicate with family on the east coast through email or social media. I was able to watch my paid cable station like HBO, etc, but lost basic local networks (channels 1-7). I had a limited capacity to text and make phone calls; the texts and calls would sometimes go through and sometimes not.	8/8/2014 1:31 PM
184	Aside from the usual social connections, which can be postponed for a few days, I was very anxious during the shut-down, due to health issues. I tend to have A-Fib periodically and am at risk for stroke. I know that I am just a phone call away from life or death, should my A-Fib not resolve on its own. I live alone, so it is absolutely vital for me to have access to emergency services via phone.	8/8/2014 1:12 PM
185	Caring for an ill client was most concerned about reaching the doctor	8/8/2014 12:57 PM
186	I have a disabled daughter at home, and we could not reach her caregiver....no 911 service. Very scary.	8/8/2014 12:32 PM

187	My husband and I are seniors. I am disabled and unable to walk (more than a few steps) and stand (for a few seconds). My chronic illness requires me to be able to call for help, if I have to. I didn't feel secure because of the outage. Also, I work from home via the internet and phone, so I was unable to work and earn an income. I had to cancel phone meetings with clients because of the outage. This was a sacrifice as we are low income, and need every opportunity to earn money that comes along. We did finally go to the library to use their internet but I couldn't stay very long as my back condition is very painful once I'm out of bed. My husband was also inconvenienced in his personal family matters which required him to talk to his bank back East on a public phone. So he lost privacy, timeliness, and access to his files while making this call. It became very complicated, unfortunately.	8/8/2014 12:28 PM
188	it was amazing. my roomates cleaned! dishes got done! they went outside! i did something other than check facebook! this should happen more often!	8/8/2014 12:26 PM
189	It was very inconvenient, If I was out and about, I wasn't able to use my cell to check in on my children. I have a website where I post daily YouTube videos and I was unable to upload videos during the outage.	8/8/2014 12:20 PM
190	Unable to reach elderly friends on the coast to monitor their welfare.	8/8/2014 12:08 PM
191	I live in Laytonville. My cellphone (tracfone) , internet (verizon broadband) and what used to be my landline but now is also through verizon broadband (using the cell phone tower) ...all three did not work. No one could call in and I could not call out , nor could I get info on internet. I am 62, have a respiratory disability and live alone. There was also the fire fire causing lots of smoke and worry here. I could not call anyone either to find out what was happening or to assure them I was ok. I eventually drove into town and went to ask at the grocery store what was happening. I also drove to a friend's house to let her know I was ok, as I knew if she phoned to check in on me she wouldn't have been able to get a hold of me. I'm thankful I did not have a breathing emergency as has happened a couple of times in the past. I would have been unable to call for help.	8/8/2014 12:03 PM
192	The outage was inconvenient, but also a breath of fresh air. I read a book, went for a walk, and went into town just to see what was going on. I wish outages like this happened more often.	8/8/2014 11:38 AM
193	As an individual, I was unable to be contacted by EMS/law enforcement incase emergency evacuation instructions needed to be implemented. As an employee I was unable to be contacted by [REDACTED] staff and unable to be contacted by Santa Rosa Memorial Hospital to report for work as set up per emergency procedures.	8/8/2014 11:22 AM
194	Had to go to Ukiah to handle urgent mail and phone.	8/8/2014 11:22 AM
195	Was off the coast in the hospital. Was unable to contact home.	8/8/2014 11:21 AM
196	Had to spend money on rentals. Could not pay online bills	8/8/2014 10:43 AM
197	I already have trouble w/connectivity of my cell phone because I am in a "dead zone" at my residence as far as signal - although normally I get a faint signal from ATT on my porch. I got no signal or internet during the outage.	8/8/2014 10:13 AM
198	There was a bridge game with 12 people playing at the Woods when one person went into a diabetic faint. No phones and no cell. One person's phone worked and the fire dept. came, later an ambulance. Very scary and frightening.	8/8/2014 10:12 AM
199	Mostly missed the internet, for online banking services. Also, missed my one favorite KQED TV program Sunday night. Also could not use my credit card to pay a large Veterinary charge in Mendocino. Payed by check; hard to do.	8/8/2014 10:01 AM
200	Live 10 miles from town and have a contractor and work crews helping build our house...worried about injuries and the inability to call 911. Otherwise, not greatly impacted, just frustrated and concerned for the community. The Fort Bragg Library was online and had wireless so we were able to do our banking, etc without much trouble.	8/8/2014 9:50 AM
201	No phone service, no internet service, no cell service, no way to make an emergency call	8/8/2014 9:43 AM
202	This disruption had no impact on me. I had a good library book to read! However, not being able to make a 911 call is concerning for our isolated community.	8/8/2014 9:38 AM
203	Unable to make contact with those I needed to do business with	8/8/2014 9:28 AM
204	My AT&T U-Verse internet was completely down, resulting in the inability to pay online bills. Thankfully the US Cellular service was not impacted and I was able to do most of what I needed on my phone.	8/8/2014 9:11 AM

Broadband Outages in Mendocino County during the Week of August 4, 2014

SurveyMonkey

205	Could not call my husband or mother-in-law or my sister when I got stuck and needed help. I locked my keys in my car and only had my cell phone. My work also could not get incoming calls and I work in a dental office. Not good.	8/8/2014 9:07 AM
206	Unable to access information via internet, unable to make or receive phone calls. Unable to communicate directly with outside world.	8/8/2014 9:01 AM
207	Unable to attend online classes	8/8/2014 9:01 AM
208	I was unable to contact my two children who live out of the Fort Bragg area via telephone or email who were expecting a call. I was unable to contact friends about an important meeting and unable to contact other distant family members. I also wanted to contact my Pastor which was not possible. My neighbor had a cell phone that was working and on the second day of no service I was able to contact my family and Pastor. We were not effected as much as many others because of the outage, however if there was a medical problem with my husband or myself it may have been a problem. Banking was difficult and I was pleased we were not planning a trip of of the area at that time. In the future I hope to keep a little more cash around the house for emergencies.	8/8/2014 8:56 AM
209	I was discharged from the hospital at UCSF and was unable to communicate with my healthcare providers there. I had a call from them on Sunday that went to voicemail and was unable to retrieve that message.	8/8/2014 8:54 AM
210	Our father who lives next door to us had no basic phone service and no way to dial 911 in an emergency. Luckily, my personal US Cellular phones still had limited service, and I was able to dial emergency help from that phone.	8/8/2014 8:53 AM
211	I enjoyed the quiet - I think we should shut down the internet and phones for a couple days every few months. My mother-in-law didn't wake me up from my nap with her calls.	8/8/2014 8:47 AM
212	Since we did not lose internet (we have DSL) nor phone service we had friends coming by to use ours.	8/8/2014 8:31 AM
[REDACTED]	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]	
[REDACTED]	We had some one flying into SFO and could not get particulars of there arrival.	8/8/2014 8:28 AM
215	Was not able to do work at home for our non-profit club. Family was not able to contact us, were worried. Concerned about not being able to call 911 with no phone lines in the neighborhood. Actual interruption: relatively minor, just total loss of ability to communicate with anyone for 2 days.	8/8/2014 8:27 AM
216	Spotty cell service, no internet, loss of certain cable channels	8/8/2014 8:26 AM
217	Fortunately for us, the impact was negligible because we have 2 internet providers and a land line. Alot of redundancies which are necessary when service is unreliable.	8/8/2014 8:24 AM
218	devastated most businesses impacted, not sure how to handle the loss of internet	8/8/2014 8:16 AM
219	Total lack of communication with the outside world. Our only lifeline was the local radio station and even they were not given clear guidance about the situation. The FCC should require these providers to build redundancy into their systems.	8/8/2014 7:58 AM
220	My son was home alone during this time, I had to work out of town. He is 18 but it was disconcerting k owing he had no landline and ability to call 911. I had to call a neighbor to check on him.	8/8/2014 7:47 AM
221	Had to purchase a prescription for a post-surgery patient. Scrambled to find a benefactor in the store with an alternative payment method, as the pharmacy could not bill the health plan.	8/8/2014 7:42 AM
222	We could not receive rent payment from our tenant. We were expecting a grandchild visit and we lost email explaining where and when to meet for child transfer.	8/8/2014 7:32 AM
223	Fortunatly my personal phone and internet was only out for a few hours on one of the three days, It was a slight hardship not to be able to do banking or grocery shopping but, accidents happen..	8/8/2014 7:30 AM
224	It was a nice break from technology, however we could not dial 911.	8/8/2014 7:30 AM

Broadband Outages in Mendocino County during the Week of August 4, 2014

SurveyMonkey

225	I was unable to communicate with family members or call 911 for emergency services. I lost cable television service and was unable to reach a representative of Comcast for an explanation. There was only a recording that provided no information.	8/8/2014 7:19 AM
226	Luckily no major impacts. I was worried what I would do if there was an emergency.	8/8/2014 7:16 AM
227	Completely cut off.	8/8/2014 7:16 AM
228	At times, even Excede is a little erratic	8/8/2014 7:07 AM
229	could not buy airline tickets, could not access email & attachments for work. could do internet searches.	8/8/2014 6:51 AM
230	could not buy airline tickets, could not access email & attachments for work. could do internet searches.	8/8/2014 6:51 AM
231	no netflix...no news except radio....10 needs for information from the internet....inability to access investment and business accounts...but still had my phone land line	8/8/2014 6:42 AM
232	unable to work - I work at home over the internet	8/8/2014 6:36 AM
233	We could not access the internet, and so my husband lost out on precious time in his online classes. He is also a police officer and because our cell phones had limited access, I had very few options in getting ahold of him while at work. We generally use messaging through texting to stay in contact while he is on duty.	8/8/2014 5:45 AM
234	Felt cut off from the world. Worried family members trying to reach me and my grandson.	8/8/2014 5:38 AM
235	The radio station where I do my show uses the internet to get sound from the broadcast booth to the automation server and thence to the transmitter. This was all broken for days, resulting in streaming listeners elsewhere hearing unattended canned automation while our on-air listeners heard programming done at the transmitter shack. That's after a lot of dead air.	8/8/2014 3:43 AM
236	PIA. period. Especially since we don't have a local way of disseminating info on when repair would be done...I heard everything from 6 hours to 3 weeks. Incredible. Found it strange that some cable tv programs still come through?? But over 3/4 were no there-just a blank screen.	8/8/2014 12:35 AM
237	It was an inconvenience and nothing more. Nowhere near as exciting as my memories of that two week power outage betwixt raging rainstorms in the 90's. I went and stayed at a friend's cabin because I didn't have Internet service here at home, and I was able to get some good reading done as well.	8/8/2014 12:07 AM
238	Couldn't contact my doctors (recent amputee) or caregivers	8/8/2014 12:05 AM
239	Communication was impossible.	8/7/2014 11:43 PM
240	Could not make or receive calls. Couldn't check via phone on my elderly mother. No internet.	8/7/2014 11:42 PM
241	Mother of two children under the age of 3. No cell service, no ability to call for help in an emergency, no internet to determine the cause or learn updates on when to expect repairs, no ability to contact my service provider, unable to contact concerned family members in other parts of the state.	8/7/2014 11:36 PM
242	As I was on the east coast, it was difficult for me to contact my family during the time I was gone.	8/7/2014 11:35 PM
243	I am in poor health, living alone, and my distant family was frantic when they could not reach me. And I could not have called for help if needed.	8/7/2014 11:30 PM
244	Just a general feeling of anxiety knowing we could not call or receive calls in case of emergency. Also a significant alteration in our regular routine which relies heavily on our Internet connection. Had to drive to Boonville not knowing if there would be work or not, fortunately there was. Could not purchase plane tickets for brothers wedding, or plan camping trip.	8/7/2014 11:02 PM
245	Annoying, but not life-threatening in this instance.	8/7/2014 10:31 PM
246	I was very concerned about not having the ability to call 911.	8/7/2014 10:29 PM
247	Could not pay bill, manage financial needs, no emergency communications,	8/7/2014 10:11 PM
248	My cell is my only phone, so I was unable to call or text people for almost 3 days. Just glad I didn't have an emergency.	8/7/2014 9:44 PM
249	We lost all ability to contact the outside world.	8/7/2014 9:40 PM
250	Couldn't communicate with our children, anxiety about lack of emergency services contact	8/7/2014 9:39 PM

251	My mother over worries about me and I was unable to let her know that I was fine because my laptop is broken and my cell phone didn't work at the time.	8/7/2014 9:02 PM
252	It wasn't terribly distressing but I couldn't talk to my family or friends because no phone or internet. I also wasn't able to do research I needed to do for my job.	8/7/2014 8:51 PM
253	I was unable to listen to my voicemail on my iPhone. When assisting a hospice patient was unable to communicate using iPhone and iPad. Was unable to use landline at hospice patient's location to send or receive calls.	8/7/2014 8:35 PM
254	Unable to schedule work. Unable to dial 911. Unable to communicate with family.	8/7/2014 8:05 PM
255	Unable to access email to do with preparing a memorial event.	8/7/2014 7:59 PM
256	Noticed internet service lost Sunday evening, Monday morning found land line (MCN) and cell (Verizon) also lost. Learned from neighbor that some Verizon users had service. Noticed that we were receiving some incoming MSM and even voice calls on cell, but could not call out on cell or land line. Went to Fort Bragg Public Library to use internet, which was available there all day Monday, with sporadic interruptions and faults (I could get my alma mater's website, but the transcript site link consistently got dropped. Gmail opened but sporadically went offline. Could type on email screen but could save or send for up to 40 minutes at a time, then connected again.) Late Monday afternoon, could get internet at home [REDACTED] again, though cell service didn't come back fully till Tuesday morning.	8/7/2014 7:54 PM
257	As an individual, I have six children and take care of my 88 and 86 year old parents who have many health problems. We could not use our cell phones, the landline wasn't working at times and we had no internet connections from our uverse (wifi in the house) OR our iPhones through Verizon. We could not check on meds, communicate with other providers and I being the first week of the month, we couldn't pay our bills or access our accounts online. My children are homeschooled and have continued their studies throughout the summer. They couldn't do their lessons, there was no available assistance for other studies they could of finished. The loan payments were not made due to no service. Selling on eBay is a hobby and I had sold two items that couldn't be shipped because I couldn't get the information to process payments or print shipping labels. My daughter was married the 2nd and there was no communication or photos that could be shared with family via email or social sites.	8/7/2014 7:48 PM
258	Amazingly enough, my husband had to go to the E.R. at the hospital during this outage. A volunteer firefighter had been at our house the previous day monitoring my husband's vital signs and had given me the idea of driving down to the Mendocino Volunteer Fire Department at the bottom of Little Lake near the highway. So on Tuesday afternoon August 5th I did just that and luckily found the ambulance and one of the EMTs there, who got the emergency services going and my husband was transported to the hospital. This story has a happy ending and it was more straightforward for me getting help because I live less than a mile from the firehouse and because I was in touch with a volunteer firefighter, but I can imagine for someone living more remotely, such a situation could easily turn into a life or death situation.	8/7/2014 7:42 PM
259	Unable to work from home due to Internet being down. Also we rely on Skype for phone contact (no cell phone reception here). So we were effectively cut off completely. My wife and her adult son are both disabled. she has copd and he is a severe paranoid schizophrenic with multiple diagnosis. To be left with no phone communication was terrifying ! More over, he was due for a vital injection (3 weekly) which stabilizes his illness enabling him to deal with day to day life, but was delayed by 2 days as a direct result of internet failure, causing the pharmacist to be unable to process his prescription through Medi-Cal. Very disturbing !!!!	8/7/2014 7:41 PM
260	Internet and cell. But we have land line for phone so home life was not seriously impacted	8/7/2014 7:41 PM
261	My household only has cell phones. We do not have a landline as we live in the city of Fort Bragg. During the outage we were unable to use our cell phones or connect to the internet through our ISP Comcast. If there was a need to call 911 in emergency we would have been unable to.	8/7/2014 7:32 PM
262	I lost contact and was prevented from fostering advertising on an event that is happening this weekend. We lost the ability to make on line lodging on an impending out of town trip. Also could not watch a Netflix series we have been following.	8/7/2014 7:27 PM
263	Just after the outage my 17yr old daughter fell down the stairs due to her kitten. I was in Ukiah and she was unable to call me or anyone for help. Luckily she did not need medical attention. We were unable to conduct any of our usual activities with the phone and internet from Sunday eve to Tues afternoon.	8/7/2014 7:21 PM
264	We could not make any phone calls from either our home phone or our cell phones. if there had been an emergency we would have had no way to alert the authorities or call for an ambulance.	8/7/2014 7:11 PM

265	We have a fire raging in our area with cautions from Cal Fire to keep close to the phone in case fo evacuation. When the phones didn't work as well as internet, we were in the dark about evacuation notices. We could access radio for emergency but could not access phone internet. Very un-nerving.	8/7/2014 6:58 PM
266	Our biggest concern was the lack of 911 services. Neither the MCN.org updates NOR the Sonic.net update pages even indicated that 911 service was down, nor what the alternative option (local dispatch) was. That information should have been blasted everywhere. Even KOZT didn't know that 911 was down when I called on day #2 of the outage. (they were actually quite rude on the phone when I called to ask if they had any updates.) Perhaps a partnership with The Advocate and the local radio stations for updates to their sites when things like this happen?	8/7/2014 6:52 PM
267	construction company greatly impacted with no telephone or internet. Could not receive bids from subcontractors for a bid due in Ukiah Tuesday a.m.	8/7/2014 6:51 PM
268	could not call anyone; no internet access to email.	8/7/2014 6:49 PM
269	unable to notify family out of town of the situation, no access to emergence servicesif needed for family members with medical issues, not able to conduct business at employers, loss of access to financial institute	8/7/2014 6:41 PM
270	I was unable to conduct any work at my office in addition to being unable to work from my home. I could not communicate with my family (who live 2000 miles away) because of the issues with my cellular service in addition to those with my internet service.	8/7/2014 6:22 PM
271	Handicapped and homebound. No ability to call for help (911) or find out what is going on. Thank goodness for my neighbors!	8/7/2014 6:18 PM
272	No communications available when I returned home at night. No ability to access info on the outage and in fact did not know it was an outage till the second day.	8/7/2014 6:16 PM
273	I was unable to access Internet service. And unable to make telephone calls	8/7/2014 6:11 PM
274	It was frightening to realize that so many important services here on the coast depend upon one vulnerable fiber optic cable. Quite a wake-up call. If a major forest fire or other natural disaster impacts that cable again--a real emergency--the results could be catastrophic. We were fortunate to have U.S. Cellular as our cell provider and didn't feel as vulnerable as many other people we know who lost every ability to communicate in case of emergency.	8/7/2014 5:55 PM
275	we were lost without it	8/7/2014 5:39 PM
276	Besides being unable to call for emergency services if needed, I was also unable to access my college classes or my work web site/cell phones for work related information.	8/7/2014 5:38 PM
277	Was unable to pay bills online.	8/7/2014 5:33 PM
278	Couldn't make out going calls..I'm glad I didn't need 911. I hope no one died because of lack of service	8/7/2014 5:24 PM
279	Could not access internet at home or on cell phone. Cell phone coverage was spotty and slow. Unable to obtain current information on outage.	8/7/2014 5:22 PM
280	No cell phone service for two days - for both me and my husband. We do not have a land-line.	8/7/2014 5:22 PM
281	Just kept my fingers crossed that my family would not need emergency services while the Internet was out. I was not able to do any online banking and has bored during my spare time because I only have Netflix and Hulu.	8/7/2014 5:15 PM
282	We were unable to use either our home phone or our cell phone. Our internet was unavailable also.	8/7/2014 5:13 PM
283	Unable to make telephone call or get message to out-of-state family members. Chief Larry Tunzi called Mon. at 7:26 a.m. to verify our telephone was back on. I had listened to scanner Sun. evening hearing Randy MacDonald and Doug Moyer at scene calling for CHP traffic control. Knew to go to firehouse for emergency. Mon. a.m. listened to KOZT radio at 7:00 a.m. news to hear more of incident. Heard that Sheriff Allman reported Comptche's 911 system back up during 7:30 a.m. newscast. Ladies at 8:30 a.m. exercise were talking about email working. I had to reboot my DSL modem and my basic internet with wi-fi network came back up. When I shopped on Wed. this week, I was prepared for Rite Aid and Harvest Market Boatyard credit cards to be down--Rite Aid said they never lost theirs. HM Boatyard was down Mon. only.	8/7/2014 5:11 PM
284	No reliable communication during entire period.	8/7/2014 4:57 PM
285	My husband could not reach me when he went to work. He is a pilot and has a dangerous job. like to know he is ok! My sister, children, and other relatives could not reach me. Friends were concerned, etc...	8/7/2014 4:57 PM
286	No phone for two days and no email . Not able to call family. No 911	8/7/2014 4:54 PM

287	My neighbor needed the ambulance to get to the hospital. His wife had to drive down to the fire house to get help. We were unable to call the hospital or each other to check on him or to get assistance	8/7/2014 4:47 PM
288	My landline phone had no dial tone and my internet was completely down. As for my cell phone, I was unable to receive calls although others were able to leave me messages. I could see that a person left a message, but I could not hear the message they left. I could also call out on my cell phone.	8/7/2014 4:25 PM
289	We don't have a landline so we had no phone service at all. Very isolating and a bit scary.	8/7/2014 4:23 PM
290	Loss of communication.	8/7/2014 4:22 PM
291	I am a nurse who sees pt's in there homes and I chart on a computer and without internet was unable to chart.	8/7/2014 4:21 PM
292	We had intermittent cell service with Verizon. We had no internet access via Comcast. We did have some cable channels via Comcast but did not get 2,4,5,6 or 9?	8/7/2014 4:19 PM
293	Gave us more time to talk, read, relax.	8/7/2014 4:13 PM
294	Unable to contact our elderly parents. Unable to facetime with our grandchild. Could not access our online bank accounts-pay bills, etc.	8/7/2014 4:13 PM
295	Thankfully there was no major impact since we had no emergency needs. We did have calls from worried out of town family members upset that they couldn't reach us and couldn't find out why. We fortunately had some cash on hand and since the outage did not last any longer than it did we did not have to deal with the problem of using atms, debit cards, etc. We lost both land and cell phone service which was alarming. Finally, a good thing that happened found out too dependent on these services for entertainment. Plan to do something about this. The most worrying part was being unable to communicate with emergency services.	8/7/2014 4:07 PM
296	No cell phone service, no internet and no cable. I realize the loss of these services may be minor on a grand scale, however, these are services I pay for and expect to have continuous service.	8/7/2014 4:06 PM
297	No communication available at all. Some via text but hours in between receiving and sending. Husband is fire fighter, he had to take extra shifts at the fire station to accommodate walk in emergencies due to communications down.	8/7/2014 4:05 PM
298	I am responding to both. As an individual and one who only has cell service and internet, it left me without anyway to contact others.	8/7/2014 4:05 PM
299	Anxiety producing and fear with no phone in home in case of emergency especially with two disabled persons here.	8/7/2014 3:55 PM
300	We had no way to contact family or 911 in the event of an emergency. Internet was an inconvenience but not life threatening. However, I am diabetic and not having telephone service was concerning if their had been an emergency with my health.	8/7/2014 3:54 PM
301	My kids were coming into town and I had know way to get in touch with them.	8/7/2014 3:54 PM
302	could not correspond with anyone; could not work since everything is run through comcast - no phones, no computer, could not use atms to get cash and couldn't use credit or debit cards	8/7/2014 3:50 PM
303	As an individual I lost internet at home (comcast) as well as cell service ((ATT). Interfered with my banking, ability to schedule medical appt, and the pharmacy was unable to access my insurance to cover a prescription I needed.	8/7/2014 3:45 PM
304	My wife's elderly parents (96 and 86) whom she calls every day because her father is taking chemotherapy never got that call. They were concerned... as was our daughter who happened to call us and never got a response or the answering machine.	8/7/2014 3:40 PM
305	Could not make or receive calls on land line or cell phone and lost internet connection	8/7/2014 3:38 PM
306	I had online auctions that needed attention. Had items to ship to paid buyers but no way to access.	8/7/2014 3:35 PM
307	We were traveling and unable to contact family. We got separated from my granddaughter and by the time we got to her she was in a panic. Tried to use my credit card but was unable.	8/7/2014 3:34 PM
308	The lower cable channels on Comcast were effected . I couldn't get money from the savings bank atm. No phone, cell, or internet. Kind of creepy	8/7/2014 3:32 PM

309	parents have Verizon we have Comcast internet and I have us cellular. Verizon and Comcast completely shutoff Sunday afternoon and were out until Tuesday during that time uscellular was slow taking up to 10,minutes to complete a call. service dropping and or roaming. was really annoying being told crews were on scene when in fact they weren't.	8/7/2014 3:30 PM
310	Miscommunication and a member of my family was stranded, unable to call or text. Without pay phones, and a lack of landlines, or landlines provided through Internet phones, getting on touch with family was impossible.	8/7/2014 3:29 PM
311	We were completely disconnected with no way to make a phone call. We had to drive to Mendocino to get basic cell service to make a call to loved ones or to drive to their homes.	8/7/2014 3:27 PM
312	We were unable to make calls, including 911 calls, and had no access to the internet. In addition, our wireless service was available only at the lowest level, meaning we could not send out emails or texts, and there was limited phone service.	8/7/2014 3:24 PM
313	My husband and I were inconvenienced at home with no television and internet for two days. I communicate basically via the internet and television is our main source of entertainment and news. Medically, I was impacted in trying to fill a prescription for an antibiotic at CVS as their internet was down. They could not communicate with my insurance carrier.	8/7/2014 3:22 PM
314	Schools on the coast from Point Arena to Fort Bragg were affected. Fortunately, school was not in session. District office personnel came to MCOE and to District offices that had connectivity to work. AT&T took almost 48 hours to respond to our trouble report.	8/7/2014 3:12 PM
315	We felt totally isolated and unsafe being in a rural area completely cut off from the world with the exception of TV. I do not understand why we are at the mercy of some utility commission that does not have to live in our shoes. I also do not understand why all of our basic utilities are not buried to protect against weather, slides, trees and vehicles, at least those utilities coming over the mountain. Its just stupid what the residences here have to put up with.	8/7/2014 3:07 PM
316	Drove across town (albeit that's not too far) to check on elderly mother several times a day.	8/7/2014 3:06 PM
317	We had no communications with coastal businesses we were wishing to partake of. This included both cell and internet.	8/7/2014 3:02 PM
318	in case of emergency we could go to firehouse but no services other than that	8/7/2014 3:02 PM
319	Disruption between family members, and also pertaining to picking up and dropping off my 7 year old son. Confusion over where to find a working/accessible service for both emergency and basic calls, or even SMS service. Also, lost work time on internet project done from home.	8/7/2014 2:57 PM
320	44 hours with no internet was a major hassle. I use it to arrange meetings, pay bills, get the news. The loss of Bay Area TV came during Hall of Fame football game.	8/7/2014 2:57 PM
321	Cell phone with US Cellular was working. Home phone with sonic and internet with MCN down.	8/7/2014 2:56 PM
322	could not withdraw money from the bank... what? without internet service my money is no longer mine?? what?? no disaster recovery plan from the banks? makes me want to withdraw my funds and bury them in the yard.	8/7/2014 2:55 PM
323	We were unable to do basic on line bill pay, communicate via email with family members and monitor news events.	8/7/2014 2:53 PM
324	My wife's brother was unable to reach us with a issue regarding her health. On his end (San Diego) he only got a continued ring back and no answer. He thought we just were refusing to answer the phone.	8/7/2014 2:50 PM
325	It was terrible. It is obviously a cause for great concern when all manner of communication is down.	8/7/2014 2:41 PM
326	e911 for family not available via land line or cell	8/7/2014 2:36 PM
327	I had no telephone service of any kind. There was no way for anyone to reach me. No email. Nothing. People outside the area were worried something had happened.	8/7/2014 2:30 PM
328	No phone (including 911) or internet. No access to bank account.	8/7/2014 2:22 PM
329	A family member just had surgery, so it was upsetting not having a landline, internet or cellphone to be able to stay in touch.	8/7/2014 2:18 PM
330	as above	8/7/2014 2:17 PM
331	I was in my vehicle and everyone in the vehicle with me has AT&T. I pay for cellphone service to not be interrupted. What would have happened if god forbid an accident? how could we call for help?	8/7/2014 2:14 PM

Broadband Outages in Mendocino County during the Week of August 4, 2014

SurveyMonkey

332	Unable to contact my 89 year old father who is having health issues	8/7/2014 2:11 PM
333	None.	8/7/2014 2:02 PM
334	We had no phone or internet service. We did have a Verizon cell phone that had intermittent service.	8/7/2014 1:33 PM
335	I had no phone service at all. Could not call an ambulance, a friend, no 911. My Great Call Emergency device (push a button for help) stopped working. I live alone and am quite old and hoped nothing would happen because there was no way to call for help from inside the house. Outside, at least I could have yelled!	8/7/2014 1:32 PM
336	I was unable to carry out professional and personal business and work during the outage. I was unable to communicate and coordinate with family who were out of town. This was particularly critical for a family member who is chronically unwell	8/7/2014 1:27 PM
337	Loss of phone and internet was inconvenient and disconcerting for family members trying to contact me, but manageable for the duration. Luckily nothing really important for me was at stake during the outage. I do think that no emergency contact (911) is not acceptable for the community particularly if it is possible.	8/7/2014 1:23 PM
338	Unable to access internet, keeping me from doing online banking/bill paying. Also resulted in backlog of email - nothing crucial, but annoying! The restoration of service was quick enough that I didn't suffer any serious trouble, i.e. no missed bill deadlines or the like. But the outage did make me realize how dependent on the internet I've become. Oh yeah, also couldn't stream netflix.	8/7/2014 1:08 PM
339	We were unable to make telephone communications that impacted our daily lives, schedules, and work opportunities. We couldn't reach out for help if we had needed to, but luckily didn't have any emergencies during the outage. We were unable to use the internet tools that affect how we go about the day; we felt like our senses were cut off. For example, we couldn't check online weather pattern images that affected our ability to make informed decisions about where and when to go photograph particular places. We couldn't receive emails for print orders or time-sensitive inquiries. It was as if our lives were on hold for the duration of the outage. It was both illuminating and embarrassing to realize how much of our daily lives is impacted by or directly related to internet and phone communications. A positive effect of the outage might have been that people who are usually addicted to their desk machines and hand-held devices suddenly had a whole lot more free time in their days. Who knows what sort of non-digital adventures people could have gotten into! Too bad they couldn't call up their friends to coordinate locally. I guess it was back to knocking on doors and leaving calling cards and handwritten notes.	8/7/2014 1:00 PM
340	We had no home phone service, internet access or cell phone service.	8/7/2014 12:56 PM
341	lost all ability to communicate. Dish TV was not affected.	8/7/2014 12:55 PM
342	For me, it was a frustrating inconvenience. I did have sporadic cell phone service with my Tracfone and was able to periodically send and receive texts and email, but it was hit and miss. (I understand now that the fires in the north county had an impact on this.)	8/7/2014 12:52 PM
343	Many local vendors were not able to process our debit and credit card transactions... Of course email was down, it did make us take a look at our slowly developed dependence on digital communications. I do think that we can do without in the time of emergency as we do with the occasional power outage. OBTW, ham radio communications work just fine for these emergencies. During my working career as an engineer I would never design a system with a single point of failure. Shame on you AT&T.	8/7/2014 12:49 PM
344	I am a single older person living in an isolated area. Should an emergency occur, I would be helpless.	8/7/2014 12:41 PM
345	I'm 83, retired with little daily dependency on the phone but often spend hours each day online - as soon as I learned about the cause it was no problem at all for me to deal with until it was restored	8/7/2014 12:37 PM
346	coastal residents should get a refund for 4 or 5 days of service	8/7/2014 12:36 PM
347	One of our neighbors could not call for an ambulance and had to have someone walk to our house to get medical attention. Someone in our household is a volunteer firefighter which is why they came to our house. He ended up being hospitalized. 911 could not be called. This is very worrisome to our family. We rely on being able to call 911 for a member of our household who has a chronic medical condition that may need immediate medical attention.	8/7/2014 12:36 PM
348	I am also commenting on a individual basis, where I communicate with friends and family via the internet, because they are across the country or long distance.	8/7/2014 12:32 PM
349	I work as a consultant from my home and need internet and email to do my job. So I was unable to work in those few days.	8/7/2014 12:26 PM
350	We couldn't call or use internet.	8/7/2014 12:26 PM

351	My husband has Alzheimer's. I was very anxious about having a medical emergency. My cell worked, but only intermittently, probably due to volume. Also, when a caregiver was with my husband for a few hours, I was nervous about her not being able to reach me.	8/7/2014 12:24 PM
352	Lost service - both phone and internet - from 5:20PM on Sunday until Monday at 9AM	8/7/2014 12:16 PM
353	Also as an individual, there was no way for people to know that I was ok. My phone just rang, or the other one was busy. If I'd had a problem, I would've been SOL.	8/7/2014 12:16 PM
354	we lost important communications with vendors and customers	8/7/2014 12:15 PM
355	No ability to connect with anyone by phone or email. This was mostly a problem as I check in with my 87 year old Mom daily. Otherwise it was an inconvenience as I needed information from friends and colleagues regarding planned activities, etc. In a few cases, I had to drive places to get the information I needed.	8/7/2014 12:09 PM
356	Nothing critical, just inconvenient lose of home phone and DSL service. My wife's US Cellular service and my Verizon cell service was impacted at our residence. It would have been critical if 911 service was needed, otherwise I was unaware of the loss of EMS.	8/7/2014 12:07 PM
357	unable to contact family, schedule needed repairs	8/7/2014 12:06 PM
358	we are caregivers for our mother who is 88 years old. we had no telephone or internet service and neither did she! Potentially a life threatening situation!	8/7/2014 11:59 AM
359	We were unable to contact our doctor or our family members to tell them not to worry since they couldn't reach us. No ability to reach emergency numbers. Very dangerous. We could not reach anyone in the area of the Lodge Fire, where we have properties and dear friends.	8/7/2014 11:59 AM
360	Main concern was no 911 service	8/7/2014 11:57 AM
361	No communication with anyone anywhere.	8/7/2014 11:55 AM
362	Unable to get news from any bay area TV stations, nBC,abc,CBS,pbs. Unable to reach neighbors during disaster drill who had Verizon and some att residence phones were out...but not all. Unable to use ATM to get cash or credit cards at most business establishments. 911 was impacted.	8/7/2014 11:41 AM
363	As a currently disabled senior, I was unable to communicate the need for assistance, should that arise. Also unable to communicate with family out of the area. I live alone, so this is crucial.	8/7/2014 11:27 AM
364	We haven't been able to get service on our cell phones, and because we only have one car, it's caused some communication problems. We haven't been able to call anyone and the internet has been spotty, as has our t.v. service. It's really frustrating when we're trying to keep in contact with people, and simpler things like checking the weather or listening to music have been pretty much impossible. We haven't been able to see the news to know what's going on with the fire or anything like that. Extremely aggravating.	8/7/2014 11:24 AM
365	My biggest concern was not having 911 emergency service available. I was also concerned that the bank in which I keep accounts was down and area stores were unable to accept credit/debit cards, particularly the grocery store. This outage must be considered a 'wake-up' call and address possible future incidents.	8/7/2014 11:23 AM
366	My husband is a deputy sheriff, not only did he get called in hours before his shift to cover parts of the county that did not have 911 service available, we were unable to stay in contact with each other. Our land line was patchy at best, and we had no cell service to text each other. Our home is in a rural area, we have equipment hooked up to our internet so we have cell service, we were unable to connect to the internet or call anyone. We could not purchase anything in town as I do not always keep cash on me and all credit card services were down. I could not purchase my babys medicine or buy groceries. The whole town was shut down.	8/7/2014 11:20 AM
367	depend on internet daily service to monitor stock market.	8/7/2014 11:08 AM
368	Failure to access media services, access ATM services, or utilize credit card at local business'.	8/7/2014 11:00 AM
369	I had children at home n no vehicle.... One child was not mine n his mother n I could not communicate..... I could not access my internet n take online classes.... I wasn't able to do my class work or take tests for 3 days!	8/7/2014 10:54 AM

370	Was not able to use a debit card. credit only. Was not able to get cash back. Not able to get cash from ATM. Cut off from internet. Not able to post news or photos, access email, Facebook, etc. At a local store the new fax machine was connected to Internet, would not work. Older model worked. Kids could not access apps . People who used debit cards only, could not get gas. Terminals down. Gossip changed about what occurred. No one seemed to know. Some thought wildfires responsible. News was vague about when it was getting fixed. More people out and about . I was trying to contact someone and was upset they didn't phone back, so I phoned a friend . We knew almost immediately because every phone was busy and ATMs were down. I was able to post it, before I lost cell phone service and notified someone in charge of County disaster emergencies. I also phoned Comcast and they told me the outage had been reported.	8/7/2014 10:51 AM
371	Total inability to get to the outside world from the county coastal area where I live and work. Unable to do business by computer or phone. Had to go downtown and over to Ukiah to get on line and do business.	8/7/2014 10:40 AM
372	I use my Verizon cell phone for everything. It is my only means of communication. We do not have a house phone. During the outage we we not able to check our email, had limited service to make phone calms that were often dropped. It is very important for us to have service as we live in a rural area.	8/7/2014 10:40 AM
373	loss of entertainment with the cable TV organization of family reunion of 200+ people this weekend derailed, unable to send or receive scheduling agendas for two meetings this week. unable to connect with my family re heart surgery outcome for my brother that happened Friday.	8/7/2014 10:26 AM
374	was most upset that I could not pay bills before company came, missed my favorite shows on TV never to be seen again, and really missed getting the news both on the TV and on line. Was NOT a happy camper at all!! Had to pay cash at the Post Office too. And the guy that worked on my car could not hook it up to the computer to see if all was okay so I may have to go back to have him fix something more now. NOT HAPPY----WHY WAS THIS LINE NOT BURIED LIKE ALL OVER THE REST OF THE USA?????????	8/7/2014 10:25 AM
375	Total communication blackout	8/7/2014 10:19 AM
376	I couldnt put money into my bank to pay my bills i couldnt even take any money out. I couldbt even go online and pay my bills. I ended up with late fees.	8/7/2014 10:19 AM
377	No connection with outside world, Missed two days of presenters with the conference I had subscribed to - unable to be notified by UPS about delivery date for the greenhouse I had ordered.	8/7/2014 10:12 AM
378	I'm a Realtor, I could not access contracts, Internet for home searches look up parcel maps, I had a client about to sign documents, they could not be sent nor could I reach my title company without stopping by as they had no phone or internet. I had a Veterinary emergency and I could not pay at the office	8/7/2014 10:04 AM
379	It disallowed us to communicate and recieve important phone calls from out if state. We also couldn't fix documentation for college that is required to be done online.	8/7/2014 10:03 AM
380	Both of us rely on internet connectivity for our work - that's why we pay over \$300/mo for a T-1 line.	8/7/2014 10:00 AM
381	Inconvenience	8/7/2014 9:57 AM
382	General inconvenience and inability to follow items of interest on ebay thereby missing out on wanted item.	8/7/2014 9:54 AM
383	Answering on behalf of my 80 year old mother who was without her phone service from Sunday afternoon until Tuesday afternoon, This also affected her lifeline contact to the outside world. It also cut her off from her children and any medical or emergency contacts!	8/7/2014 9:50 AM
384	I live alone and am 76 years old. My life is very lonely and scary without my internet connection. Hald my friends didn't even have a phone due to the interruption in service.	8/7/2014 9:49 AM
385	It is my affordable,and multi faceted contact with friends, and news from local, national and global sources. As well, research potential seems unlimited!.	8/7/2014 9:48 AM
386	Could not use a credit card at various stores in Fort Bragg. ATM not available.	8/7/2014 9:44 AM
387	As an active investor in the stock market this outage has resulted in monetary losses and impacted trading strategies in a very volatile market	8/7/2014 9:41 AM
388	fortunately no emergencies came up so for me it was merely an inconvenience -- but if I needed pharmacy services or emergency services or had emergency issues out of area or had a telecommuting job or business it would have been a lot worse.	8/7/2014 9:36 AM
389	I was not affected. I have DSL through my landline phone line and an AT&T modem for High speed inetenet	8/7/2014 9:35 AM
390	not significant	8/7/2014 9:35 AM

Broadband Outages in Mendocino County during the Week of August 4, 2014

SurveyMonkey

391	Loss of usage of internet in cell phone. Difficulty making phone calls. No internet service at home. My work had no internet.	8/7/2014 9:31 AM
392	Internet service was completely disrupted at home and on my cell phone. I was not able to use my navigation system. I was not able to access my banking information, even when I went to my local branch in person. ATM machines and credit card machine were down all over town.	8/7/2014 9:21 AM
393	I couldn't keep in contact with anybody. I use the internet for my microcell to provide phone service at my location. I have a child with medical issues. I am just happy I didn't need emergency medical attention.	8/7/2014 9:19 AM
394	Unable to use debit card at market and post office. Unable to register easily for classes at Mendocino College in Fort Bragg. Unable to use cell phone.	8/7/2014 9:18 AM
395	no phone, no internet, ack!	8/7/2014 9:14 AM
396	My sons preschool was closed down because the fire alarm didn't work and they couldn't call 911. Because of this I missed 2 days of pay.	8/7/2014 9:14 AM
397	I lost contact with my family in [REDACTED] where my 62 year old brother with dementia was lost and a police search was going on. I lost contact with [REDACTED] Hospital where I am a chaplain. I had no ability through my land line or cell phone or my computer to handle emergencies or my usual daily communications. I went to an appointment with my health care provider (a l.v.n. in Mendocino) and she could not contact the lab to get the results of my lab work.	8/7/2014 9:13 AM
398	Unable to use. 911 No cell service nor internet	8/7/2014 9:13 AM
399	I, as an individual, lost internet connection at my home causing lack of connection with my daughter while I was working. This is NOT okay and should not have happened.	8/7/2014 9:11 AM
400	Not able to communicate with my daughter and her family. I take care of the grand kids so very difficult.	8/7/2014 9:10 AM
401	The internet outage was a hampering on our lifestyle, and the no phone impact was huge. I couldn't call out, I couldn't call in, and text messages were spotty at best	8/7/2014 9:02 AM
402	Our home phone and internet were down. I have a home based baking business and was unable to call or receive calls from customers or place my business orders by phone or internet.	8/7/2014 9:01 AM
403	I use Vonage for my phone service, which is VOIP. I could not contact people with whom I had appointments those days to confirm or communicate other information. I use the internet as part of my income-producing and was unable to attend to business there, as well.	8/7/2014 9:00 AM
404	I had no cell service or internet because I have no landline and use my AT&T provider cell phone at home.	8/7/2014 8:56 AM
405	I have a 98 year old mother who I call every day. Should something have happened to her I would not have been able to be contacted.	8/7/2014 8:55 AM
406	Unable to use credit card to by gas - tank empty and not enough cash on me to buy.	8/7/2014 8:49 AM
407	Handicapped person unable to maintain contact with care givers/support services	8/7/2014 8:48 AM
408	completely cut off from the internet	8/7/2014 8:47 AM
409	We had no services what so ever. Since we use our MCN Fusion for streaming our television those services were not available. I could send & receive limited texts that had to be sent as SMS messages not data messages. These messages were extremely inconsistent and the majority of these messages failed. I was limited to my emergency radio that we use for power outages. I am thankful to the updates from MCN Manager Sage Statham to our local radio stations. I was relieved that I was able to get informed updates.	8/7/2014 8:45 AM
410	I could not use my phone in any capacity nor did I have internet service .	8/7/2014 8:45 AM
411	Was unable to use my ebt benefits at local grocers. It was difficult because we barely get enough till get through the month and when we get our benefits were usually already out of food. I had to drive all over town wasting gas looking for someone who has ebt service. Finally did but then had to use my cash benefits to get food, so my bills will be short this month. I also only have so many opportunities to shop when my husband uses the only vehicle we have to work 5 days a week, so who knows when I'll get another chance	8/7/2014 8:43 AM
412	I was unable to contact family members by phone, U-verse Voice, to let them know what had happened and why I was not on the internet and why my phone was busy. Banks and stores were just a little inconvenient.	8/7/2014 8:41 AM

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413	Our family happened to be on vacation out of the area. We would have lost our ability to work, our source of news, our televised media, and our ability to contact friends, family and coworkers. It sounds like we also would have encountered problems conducting business in town and banking (mendo lake credit union).	8/7/2014 8:40 AM
414	No cell phone service for me and a friend of mine who was staying at my house.	8/7/2014 8:40 AM
415	No cell service	8/7/2014 8:39 AM
416	Unable to make a call from home roaming. Could not get line out. Land line also down. No internet. Could use phone at work to make calls. Notified family how to reach me at work. Would not be able to call 911 from home in fort bragg.	8/7/2014 8:38 AM
417	Unable to access email, facebook, banking, etc	8/7/2014 8:36 AM
418	Could not communicate with friends and family	8/7/2014 8:35 AM
419	Loss of ability to manage out of area business.	8/7/2014 8:34 AM
420	Out of town unable to get to house. Camera did not work to check on home an no home protection because of phone outage	8/7/2014 8:34 AM
421	I had no internet or cell seervice. I fo not have a land line phone so I had no way of calling my wife and kids that are out of town for the week. Cell service is still down.	8/7/2014 8:33 AM
422	a member of my family is traveling in a remote area of Siberia. He is not always able to email, but when he does send something I want to be able to receive it. I was worried I had missed a message.	8/7/2014 8:32 AM
423	no 911...no phone...no internet...insulin dependent diabetic with blood sugar issues that HAVE required 911 services in the past...	8/7/2014 8:28 AM
424	No TV, no internet, no telephone -- for two entire days. it was difficult not having a phone. who could I TELL if I was sick??? I would have to FIND a fireman if there was a fire! OUTRAGEOUS!!!	8/7/2014 8:28 AM
425	On call emergency anesthesiology services for local hospital	8/7/2014 8:28 AM
426	No tv or internet for 3 days. Also slow cell phone internet. I have Comcast tv and internet plus US Cellular cellphone. The cellphone internet helped a lot but it was slow or intermittent.	8/7/2014 8:24 AM
427	With children going to school out of the area and a relative in poor health in the bay area, it was very stressful to not have a way to communicate	8/7/2014 8:23 AM
428	It was inconvenient and scary not to be able to make or receive phone calls during the big forest fire near my house. I also had no internet so I couldn't check status of fire or send or receive e-mail messages as an alternative to making phone calls.	8/7/2014 8:23 AM
429	My grandchildren were visiting and we check in daily. They were concerned when they couldn't reach us.	8/7/2014 8:19 AM
430	Inability to make phone calls from my cell phone for 24 hours, and sporadic texting for 48 hours.	8/7/2014 8:17 AM
431	See below...	8/7/2014 8:12 AM
432	I was having difficulty getting updates on the lodge fire	8/7/2014 8:09 AM
433	I am a senior and having no access to phone 911 was troubling having fallen and broken my shoulder 2 years ago.	8/7/2014 7:57 AM
434	Part of my income is made online. I was unable to work for two days, and lost about \$100. I was unable to use those services I pay for such as Pandora, and Netflix. My cable TV was unavailable.	8/7/2014 7:49 AM
435	Unable to contact family to let them know I was OK. Husband is out of town and had to go to the Advocate Facebook page to see why I wasn't answering phone. Had there been an emergency, I would not have been able to call 911. Companies have encouraged us to do everything online, I was unable to conduct personal business. Unable to do transaction at post office. They couldn't process credit card and I couldn't get cash from ATM.	8/7/2014 7:40 AM
436	Lost a business transaction due to internet outage. Could not access versatel machine at BofA for cash.	8/7/2014 7:23 AM
437	My husband is disabled, and we were fearful of the phone lines not working.	8/7/2014 7:15 AM
438	Our contact with others in the community/world was restricted to face-to-face contact, radio, and satellite TV. In addition the network of caregivers for my 102 year old mother was unable to communicate, as she has Fusion, too. An emergency situation would have been very difficult.	8/7/2014 7:13 AM

439	I didn't have it as bad as many but calls were dropping texts wouldn't go through and most of the time there was no 3 which is my only Internet service. .. Se	8/7/2014 7:10 AM
440	Most communication with family and friends is done through text or e-mail. Those who do not live in this area were not able to contact me. Also, inability to do online research/activities causes disruption in normal routines.	8/7/2014 6:57 AM
441	Not only did I lose phone service for 3 days, but I lost the ability to access my stock broker online, but also the ability to see, sell and trade stocks which were falling like a rock, resulting in financial losses. My personal list suffered, and people in other parts of the country couldn't figure out what happened and why my posts stopped. Family in Norway was worried something was wrong, and it was generally inconvenient. I couldn't even check my bank balance, or withdraw money. Also couldn't even get food- my EBT card was not working- nor my credit card,.	8/7/2014 6:12 AM
442	In the area of Laytonville, after about 10 am I couldn't receive or make calls from my own device. It took me several tries/re-sends to get text messages to go through. My parents were out town and live in the Branscomb area and we're unable to get a hold of me. They were very worried about their home and me because of the fire. as soon as I git close enough to Willits to get cell service, I had signal again, so I was only having trouble in the Laytonville area. Many people in my area have gone to using cell phones and have eliminated their land lines. I was unable to call students and parents during our school session as well as other colleagues. Lucky, I didn't have emergency reasons to have to contact anyone, but if I had it would have been very difficult if not impossible. At LHS, we use Verizon hot spots for internet service and I had no access to inherent. As a high school teacher, I rely heavily on this service to access records, take attendance and even access the printers. I was unable to do any of it during that time.	8/7/2014 6:02 AM
443	Health impacts and trying to determine how to contact medical providers	8/7/2014 1:11 AM
444	I was going on a trip to pick up my friend in a city approximately 500 miles away. I could not go online to book a room let a lone call my friend to find out where and when I need to pick him up. I had to find a land line in order to reach him. I also had to have my friend book a room for me, because of lack of internet and cell phone service. My cell phone is my main means of contact.	8/7/2014 1:02 AM
445	My phone was not working properly during this time, and 90% of the calls I tried to make failed. I had almost no incoming calls which is not the norm. I received a "the number you are trying to call is no longer in service" or else the call just silently failed. My phone said "extended 1x" instead of the normal "3G" in the upper corner. I could not use the internet (Facebook, Webpages, etc) most of the time. It was sporadic though, because occasionally it would work and a call would go through. This impacted me because my husband has a house that was in an area of possible evacuation from the Lodge Fire, and evacuation notification would come to me via reverse 911 call from this phone, so I did not have any peace of mind. I kept updated on the fire, Facebook, etc by using my desk computer which connects to the internet via satellite. I know my extended family was concerned about my safety, including parents who do not use computer/email, and yet we could not be in touch via phone.	8/7/2014 12:17 AM
446	I work remotely, living more than an hour from my office. I could not read, or respond to, emails from work, nor could I communicate with them by phone. Both the landline (MCN Fusion) and my Verizon cellular service were out of commission for roughly 72 hours.	8/7/2014 12:14 AM
447	No internet for 1.75 days was no big deal for me...	8/7/2014 12:06 AM
448	not able to do banking, e mail, web, etc. or use cell phone.	8/6/2014 11:53 PM
449	i had a family crisis that demaded long distance attention which i often could not give. by the 2nd day, i was able to text on a cellphone, but not make calls.	8/6/2014 11:45 PM
450	Could not access email to complete business transactions. Could not complete online college course thru Dominican College, no 911 cell service	8/6/2014 11:38 PM
451	I am at the end of my masters of social work program. It is an online program via humboldt state. While our semester was over, thankfully- I still had a lot of emails I missed regarding my student loans, my internship and my masters project planning. My land line was kaput and I had to pull out our old radio for news. My husband works at [REDACTED] and their business was at a standstill without the internet.	8/6/2014 11:12 PM
452	Family members were worried and called several friends, no emergency access ie. fire, hospital, police.	8/6/2014 10:49 PM
453	We didn't experience an outage but hearing about how vulnerable the Coast is to such a really 'simple' auto accident was really surprising!! It is very discomfoting because it seemed like such a lack of foresight by 'leaders'.	8/6/2014 10:45 PM

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454	Several businesses were closed or impaired. I was unable to make banking transactions and missed scheduled computer maintenance	8/6/2014 10:32 PM
455	I just had surgery and could not use my telephone to talk to my doctor	8/6/2014 10:25 PM
456	The loss of internet service was inconvenient, but not a serious problem for me. The loss of cell phone service was more disruptive, since I was unable to communicate normally with my family during the day, but this caused no serious problems. Some stores where I normally shop were unable to take credit/debit cards, so I used cash and delayed major shopping plans for when services returned. I was disturbed to hear that some people were unable to call 911, and I was concerned about businesses in the area that were unable to do their work.	8/6/2014 10:24 PM
457	My retail business, [REDACTED], was not affected as I still have an ATT landline. I used that phone as needed. Had no contact with my friends or family that did not know to call my business phone.	8/6/2014 10:08 PM
458	We were without any form of communication except for being able to listen to the radio.	8/6/2014 10:04 PM
459	Unable to make medical appointments.	8/6/2014 9:53 PM
460	I could not communicate with my husband, who was traveling out of town. I couldn't receive or respond to work emails and ended up missing internet-based meetings - REALLY BAD!!!! I had work reports that are required to be sent by email...they were late - again, VERY BAD!!!!	8/6/2014 9:47 PM
461	Had of town guests and it was difficult coordinating activities. One family member was in Germany and her child was with us. We couldn't communicate with her, causing some stress and concern	8/6/2014 9:42 PM
462	For our family, most impacted was my husband's business, as he works from home and communicates by phone to the job site; he was unable to proceed with work most of Monday and Tuesday. For the rest of our family, it was mostly just an inconvenience, though I did worry about a friend undergoing chemotherapy who lives alone, as she relies on her phone to ask friends and neighbors for help. She was completely cut off from us.	8/6/2014 9:39 PM
463	We suffered a similar fiber cut in Western Sonoma County in May 2013. 911 Service was lost in Cazadero, Stewards Point, Timber Cove and The Sea Ranch Verizon Telephone Exchanges. We asked Verizon to interconnect with ATT to provide us with a redundant 911 emergency system. The plea fell on deaf ears and we are still living with the same outdated unsafe system.	8/6/2014 9:37 PM
464	am 87 years old living by myself and feel unsafe without 911 service. my family in the bay area very worried could not reach me with no explanation except busy signal. they finally reached ft bragg police (i live in mendocino).	8/6/2014 9:34 PM
465	I live with a disability and my main means of communication with the world is via my computer, which did not function for Sunday eve/night until late in the day on Tuesday.	8/6/2014 9:34 PM
466	Inconvenience: couldn't use the ATM in town, couldn't take care of banking and other business online as expected.	8/6/2014 9:34 PM
467	Recently diagnosed with cancer, & advised to make treatment decisions ASAP, I lost two days I urgently needed to research technical sources, connect with medical people, gather information & resources, rearrange my schedule, set dates for treatments, etc. Being suddenly unable to reach me distressed my out of town family & friends. Also, I am caring daily for a friend undergoing cancer chemotherapy. She was suffering great discomfort & was realistically anxious that her condition could go critical while 911 was unreachable. She could not have walked or driven to the local firehouse. She was also distressed to be out of touch with her support system locally & elsewhere. Her several caregivers could not check in with her or each other except in person.	8/6/2014 9:32 PM
468	My wife had to catch a plane because our daughter is expecting our grandchild next week. Not a good time to be unable to reach the outer world.	8/6/2014 9:19 PM
469	Inability to access ATM, send a display ad proof to newspaper, call home to disabled spouse, complete prescription order	8/6/2014 9:15 PM
470	As an individual, I was disturbed at not being able to make any phone calls from my home. I am in good health, but I am 65. My brother who lives with me is disabled. I also have a 2 1/2 year old grandson living with me. If any of us had needed medical assistance, we would not have been able to call 911. Also, we are in the middle of a drought and a hazardous, dry fire season. What if a fire had started nearby? I also thought to myself, well, if thieves are aware of this outage, now is their big chance to commit some robberies, as people will not be able to call the police.	8/6/2014 9:14 PM
471	Loosing the internet wasn't the worst thing in the world, excepting the inability to be involved with ebay. The loss of the phone for two days was disconcerting.	8/6/2014 8:59 PM

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472	This was only an inconvenience. There were other stations where I could get gasoline.	8/6/2014 8:46 PM
473	I lost basic 911 services for 3 days. I am disabled and had no way to contact Police, Ambulance or Fire Station	8/6/2014 8:44 PM
474	Unable to obtain needed information.	8/6/2014 8:40 PM
475	I am self-employed, my business is primarily online and my income is severely impacted as I was unable to make deadlines I had committed to my clients. In a personal/family business matter, a contract for which I needed to respond online was delayed. I had no way of even knowing whether there was a response and that they were requesting an immediate reply. I finally had to drive out of the area to get and respond to a message about this matter.	8/6/2014 8:40 PM
476	Was unable to conduct ANY personal business by phone or internet. Had to drive 10miles to try to find a public phone that actually worked in order to make one absolutely necessary call but had to wait in line due to number of individuals who had the same need. The worst aspect of the outage was the inability to call 911. This produced an unexpected & rather odd level of anxiety. I knew that I would not be able to report a fire,...or any criminal activity. I knew that if I needed help of any kind I was completely on my own since our nearest neighbor is beyond shouting range....assuming that they were even home! Even if we had a home security system it would have been out! This is completely & utterly unacceptable! It wouldn't take much for "criminal elements"....or just the local opportunist,... to realize that this outage essentially created "open season" for ANY type of activity on the entire Northern Coast!! This is OUTRAGEOUS when the technology is available to easily prevent this! We pay the same state & federal tax rates as the rest of California! We deserve the same basic services!...& simple communication is VERY basic!!.....even if revenue production in this area is NOT as great for the companies who profit SO greatly from the more populated areas of the state!!	8/6/2014 8:39 PM
477	I lost contact with 4H and therefore wasn't told a mtg. was cancelled and wasted one hour looking for the meeting in the town of Mendocino.	8/6/2014 8:37 PM
478	Due to illness, family assumes internet communication which wasn't available. I drove to Fort Bragg, assuming it was my problem and found it affected Starbucks and McDonalds also. I appreciated news from the Coast Radio. Needed cash . . not available at Wells Fargo	8/6/2014 8:34 PM
479	I teach online for College of the Redwoods and was not able to be in touch with my students.	8/6/2014 8:31 PM
480	Loss of emergency, business, and banking services in a geographically isolated area.	8/6/2014 8:26 PM
481	It was frightening to be without communication, especially in the event of an emergency. Neither my internet nor my cell phone worked. Although my landline still worked, all of the local numbers I tried to call were on Fusion and were not working.	8/6/2014 8:23 PM
482	I'm the one usually out of power, out of phone, etc. I live up 409 where nobdy will bring service and cells don't seem to work. But just this once, I had everything and everyone else didn't.	8/6/2014 8:17 PM
483	I use an online business service called Airbnb to supplement my income. My business is rated by how soon I respond to a customer inquiry. I had a customer who was having an emergency and she could not get in touch to tell me she would not be arriving at the time we agreed upon. I was not able to withdraw money from my bank account and was not able to pay bills online. This is the first week of the month when I pay bills. My wages are on automatic deposit and I could not receive them when they were due to be deposited causing late fees on some bills. Also, I work for a retail business that could not run credit cards for purchases.	8/6/2014 8:17 PM
484	unable to make connections for a trip on Tuesday, inconvenient not to have access for information which we seek often, scary not to have 911 (elderly) available, no cash available, isolation, friend and professional communications suspended	8/6/2014 8:15 PM
485	Could not search for materials to repair my home, \$ were not available, credit and debit transactions were not possible - cash only in my town, couldn't pick-up my RXs.	8/6/2014 8:13 PM
486	Took place at a time where I was dealing with serious health care issues, and the breakdown inhibited my ability to get needed prescriptions because my pharmacy had no internet.	8/6/2014 8:12 PM
487	unable to receive email notices of available work.	8/6/2014 8:04 PM
488	Unable to call to or from my place of business or to reach my niece at her home near Fort Bragg. Unable to make a bank deposit at Bank of America ATM. Unable to use my payment card at the grocery store.	8/6/2014 7:56 PM
489	No cell, net nor land line means literally isolation. Redundancy must be added.	8/6/2014 7:56 PM

491	I am a physician and on call to the Mendocino Coast Hospital ER and inpatient services. My pager is inconsistent at my home. I was unable to return pages without driving ten minutes to a spot where extended service on my phone was able to access US Cellular lines. That led to a 1.5 hour delay in the care of one patient.	8/6/2014 7:54 PM
492	I live alone with my 12-year-old daughter. I was reluctant to leave my home to go grocery shopping/get mail for fear that we would have no way of contacting each other in the event of an emergency. In addition, the only way of getting news and updates on the outage was from the car radio.	8/6/2014 7:48 PM
493	No 911 service	8/6/2014 7:46 PM
494	It left me without any way to get emergency services for myself and ability to check in friends	8/6/2014 7:46 PM

Q7 If you are responding on behalf of a business, as a business owner, or as an organization's representative, please explain how the outage impacted your business or organization; be as specific as possible. For example, if you are a business, you could estimate the dollar amount of revenue lost during the time you were without service. We are looking for anything and everything you can think of as to how this impacted you.

Answered: 352 Skipped: 389

#	Responses	Date
1	My spouse was doing research for a book she is writing and couldn't use the internet for it. This put her very far behind.	9/5/2014 8:03 PM
2	In this day and age most of my customers use cell phones and when that doesn't work unable to contact and the internet is how we move legal documents around county, state and nation	9/5/2014 10:08 AM
3	Email service is a basic form of communication for me.	9/4/2014 2:29 PM
4	During the interruption in service, all transactions were processed offline and cached for processing when service was restored. Items had to be physically transported to other branches for processing and transmission to the Federal Reserve. Customer service was impacted. The impacted branches did not have access to current customer balances. The ATM's in that area were out of service. While our business continuity plans worked well to continue to provide services, the impact on customer services still occurred. If the connectivity had not been restored as quickly as it was, our customer impact would have been greater still.	9/3/2014 4:23 PM
5	I've already commented in item #6, but the fact that the situation seemed to self-correct led me to guess that the problem had been with the system itself, and not my own local conditions.	8/30/2014 1:25 PM
6	impossible to do trading when the line went down	8/29/2014 4:00 PM
7	phone being out of order, we lost sales unable to talk to customers with rush projects etc. Unable to use our square for payments customers paying with C.C.	8/29/2014 11:41 AM
8	Mendo Litho had no phone or fax or internet service. Impacted business.	8/26/2014 11:28 AM
9	We not only lost the ability to receive/make general day-to-day business call, but we lost our ability to conference call and video conference on a major project that is now delayed as a result.	8/25/2014 12:33 PM
10	Lost our ability to Skype on a major transaction were were conducting. Major delay on our project!	8/25/2014 12:29 PM
11	Banking deposits delayed access to cash. Unable to contact customers, order supplies. I don't feel I lost revenue but did lose productive time.	8/24/2014 7:58 PM
12	We own a vacation rental in Hawaii, we were unable to connect with arriving guest, interface with our staff, and respond to reservation requests Locally, I could not contact my maintenance team for property that I manage, nor could the owners contact me.	8/24/2014 3:27 PM
13	As an innkeeper employee, was not able to communicate in a timely manner to reservation requests, ended up working 2 hours later than usual.	8/23/2014 10:59 AM
14	I could not receive any calls from my clients or consultants. I could send and receive e-mail but only to people outside of the outage area. So I could send mail to my publisher back east, but could not architectural files to my clients here in Fort Bragg or Mendocino. Most of my clients are here in the local area. It held up doing any business with my local clients and consultants for a day and a half.	8/21/2014 4:21 PM

SurveyMonkey

[REDACTED]

34	I currently work for a large IT company that allows its employees to work from any location provided there is stable internet access. I manage a team of people that live on 3 continents a I do this from my home along the Mendocino coast. The outage that began on August 9 was especially challenging as Monday and Tuesday we had online mandatory all day training for those days. Without knowledge about the timing of the restoration of the internet and no phone services I walked to MCN offices and asked for the closest connection. I spent 2 days in Willits at the paradise juice bar to complete my mandatory work training. It was after this experience that I discovered that my county has not taken the proper steps to ensure a redundancy plan is in place. I also have learned about the heroic efforts by the Broadband Alliance of Mendocino Country who tried to get a plan implemented long before this incident occurred. While my story has to do with no access to my livelihood, I am thankful that my husband and I are relatively healthy. It was scary to not have any phone access in the event of an emergency or in to event that something happened to my children or 97 year old mother who lives 400 miles away. In today's world stable Broadband access is essential for economic success of any region. We must come together as a county and implement a high-quality universal broadband at a reasonable cost. It makes domestic sense and economic sense to implement the plan now.	8/17/2014 12:59 PM
35	The outage shut down the wholesale part of our business. We could not receive orders via fax/e-mail or orders from customers over the phone. The wholesale part of our business sells by the case/pallet to stores outside of our coastal area.	8/17/2014 11:02 AM
36	As a motel owner we lost access to all internet reservations. This could have led to overbooking. Thankfully that did not happen. We had many unhappy guests who were without cell phone, internet and local cable TV channels.	8/17/2014 9:48 AM
37	We had a deadline to finish the catalog on august 4th. All of the auction lots come through me for sorting into live and silent and final editing and decisions. With no internet and the news that the line would be down for another day, I went to santa rosa for the internet access and stayed at a hotel in santa rosa on August 5th to complete my responsibilities.	8/17/2014 8:44 AM
38	\$450.00	8/17/2014 8:13 AM
39	My partner was recovering from spinal surgery. Cellular, internet, email and landline were dead. My News reporting capabilities were disabled. Couldnt buy medicine. Had trouble buying gas.	8/17/2014 7:49 AM
40	Lost all phone service including cell phone for 2 days	8/17/2014 7:39 AM
41	Business is vacation rental and potential customers were not able to contact me...probably about \$1000 loss. Thought emails would eventually come through but they didn't. They were never re dived by VRBO.	8/16/2014 4:26 PM
42	As a small business owner who works through the Internet and has clients in locations outside of the Mendocino / Fort Bragg area, I would have had to leave the area in order to continue to do business as it was impossible to contact clients to even let them know that there was an issue. As it turned out, I had business in the Bay Area the morning after the outage, so I was headed down there anyway.	8/16/2014 11:06 AM
43	No internet service for the business meant no email communication, online reservations for customers were not available and no credit card processing. Estimated loss of approximately \$500.	8/16/2014 8:15 AM
44	We had no internet or TV. There is no cell service here, usually, so the WiFi we provide for guests is very important. Guests were less than happy and not understanding as most are from urban areas. We did have double bookings as people still made on line reservations that we could not see. We did fix all that when we came back up.	8/15/2014 11:00 PM
45	It was very stressful to be waiting around for the service to be up and running again. It was also stressful to have to drive to Ukiah and try to find a place to work.	8/15/2014 7:13 PM
46	Our credit card machine did not function. Meaning we could not except credit cards for payment at our business	8/15/2014 5:38 PM
47	3000-5000 dollars per day lost due to no phone or internet bookings.	8/15/2014 5:01 PM
48	LACK OF EMERGENCY SECURITY	8/15/2014 4:18 PM
49	Hotel property: Direct online interface booking to our website caused an estimated \$10,000 loss over three days. Credit/Debit interface went down so had to authorize cards by calling on. On average it took 2m:30s to complete an authorization versus the standard computer authorization of 5s. We had approximately 250 authorizations during this time. 250 x 2m:25s (increase in time spent due to outage) = Approx. 10 additional hours of labor. At an average of \$16/hr for supervisory access to authorize cards (\$16 x 10hr) this \$160.00 loss. Other losses include diminished guest and concierge service from not being able to research local area information, responding in time to RFPs, general e-mail correspondence on pressing matters, etc.	8/15/2014 3:13 PM
50	Probable loss reservations total nearly \$2000.00 in gross value (about \$600.00 net).	8/15/2014 2:21 PM

Broadband Outages in Mendocino County during the Week of August 4, 2014

SurveyMonkey

51	Unable to connect with clients. Unable to conduct work over the internet which has delayed a project.	8/15/2014 1:09 PM
52	I do work for a charitable foundation from home and this is a very busy time of year for our scholarship recipients as the fall semester is about to begin. I was not able to access our records or email and this outage delayed the issuance of college scholarships for about 17 students.	8/15/2014 12:29 PM
53	Created an enormous amount of work involving guests calling for information, etc.	8/15/2014 11:48 AM
54	We were unable to check guests in or out or to process our credit card batches. We did everything manually and processed everything once services were restored.	8/15/2014 11:34 AM
55	The outage impacted our patrons. We were the only service in town that had internet connectivity. Due to that we were very popular that day	8/15/2014 11:25 AM
56	I could not provide serves for any of my clients	8/15/2014 11:16 AM
57	We weren't able to process Credit cards or Debit cards for those two days. It also affected guests experience due to the lack of internet or ability to call their loved ones.	8/15/2014 11:08 AM
58	In addition to the physically vulnerable position I was in, both my partner and I were really stressed about the potential for disaster, especially since my surgery and hospitalization were very difficult.	8/15/2014 10:58 AM
59	I'm an ER RN at Howard Memorial.	8/15/2014 10:53 AM
60	I was unable to receive e-mails for reservation inquiries. Unable to connect with arriving guests. But actually got some walk-in guests that couldn't connect with other inns. I don't think we lost any revenue. We did have several complaints and confused arriving guests.	8/15/2014 10:34 AM
61	The broadband solutions for the rural coastal areas (Navarro Ridge, Albion) are abysmal. Satellite is our only option, and there is so much latency that some online applications are unusable. There's no cell service either, and Verizon was supposed to be installing a 4-G cell site in July, but to date I've been able to find no evidence of it. Can't somebody do something? Without a reasonable/reliable broadband program, this county will lose businesses such as mine.	8/15/2014 9:54 AM
62	Our main office in Fort Bragg was without internet or phones making it impossible to communicate with co-workers and colleagues. Hard to estimate a dollar amount but we receive several calls from potential visitors per day and were unable to assist them which could play a role in their decision to visit the county.	8/15/2014 9:44 AM
63	[REDACTED]	[REDACTED]
64	We were out of several types of product. Estimated loses in revenue were in the hundreds of dollars. Could not communicate with vendors.	8/15/2014 9:19 AM
65	We lost the ability to manage our bookings online. We lost our phone service. I had to drive to Cloverdale to be able to log on and see if we had new bookings for our Inn and take care of business emails. Our guests lost cable service and were very unhappy with our Inn, as they blamed us.	8/15/2014 8:33 AM
66	[REDACTED]	[REDACTED]
67	I could not get calls as clients phones were out, Could not call when ready to pick up either, phones out	8/15/2014 6:23 AM
68	Made banking and shopping more difficult.	8/15/2014 5:06 AM
69	Reporting to state regulators is on line. Message and document communication is largely done by email which did not work.	8/14/2014 8:53 PM
70	My clients and I were unable to complete deadlines.	8/14/2014 6:56 PM
71	We lost multiple accounts due to or inability to respond in an appropriate time frame.	8/14/2014 6:41 PM
72	no communication with certain People, like Family Members who do not have landlines	8/14/2014 4:11 PM
73	I was unable to conduct online legal research. My entire law library is on line, as is access to court information and services. The courts could not generate any new filings. I lost ability to communicate with my clients or opposing attorneys by phone or email, or to send or receive documents, a critical part of my law practice. I lost ability to make court appearances by CourtCall telephone service. I was unable to file court documents electronically, which is required by certain courts. I could not check tentative rulings on pending matters nor could I phone the clerk's office to check on rulings.	8/14/2014 11:15 AM

74	Loss of revenue due to the inability to process debit or credit cards. Dollar amount unknown. Inability to contact suppliers to answer questions for customers or to place orders. Unable to access on line orders for customers. Unable to answer telephone questions from customers or potential customers. Unable to do any banking on line.	8/14/2014 10:55 AM
75	It was not nearly as big a issue as everyone is making about it. Years ago we had no internet, and everyone got along just fine.	8/14/2014 10:40 AM
76	The Fort Bragg court relies on T1 data service for connectivity to the Ukiah courthouse. The loss of connectivity meant using an ISDN backup line for data connection, and no phone connectivity between branches as the ISDN backup is insufficient for both voice and data service. The public was unable to reach staff by phone for assistance. Jurors were unable to check if they needed to report for jury duty. Court hearings requiring telephonic appearances or interpreters by telephone had to be continued. Duress alarms would not have been able to contact the 911 dispatch center in Ukiah had there been an emergency.	8/14/2014 10:33 AM
	[REDACTED]	[REDACTED]
78	We definitively lost business on this day but probably only about \$500-\$1000. Locals and visitors alike were very upset by the outage. Visitors left town and locals stayed home, but either way, not many went shopping. We went back to manual imprint machines for credit cards (which saved us) but many people assumed we would be unable to take their money. In modern life credit is money, being unable to process the transaction is unacceptable and results in lost sales.	8/14/2014 1:12 AM
79	No fax or internet. (Our MCN fusion line is our fax line & internet only; phones are via AT&T.) I had to spend an extra hour on the phone doing what usually takes me a keystroke online. Add in possible lost business due to lack of internet access to check inventory in our warehouse and it cost me maybe \$100.	8/13/2014 9:59 PM
80	I operate a non-profit 501c3 and luckily had sent all Luckily my important proposals and correspondence were completely just before the outage. If I had a deadline, I would not have been able to make it.	8/13/2014 9:40 PM
81	We lost the ability to provide service to our members for about half of the first business day. We eventually implemented a work around using alternate connectivity that was, fortunately, still functioning.	8/13/2014 9:37 PM
82	For our retail store we were unable to process credit card sales, estimated loss \$1000 per day. For my vacation rental I had unhappy guests who had no internet service and had to offer them credit during their stay. \$75/day. For my wholesale business we were unable to complete basic tasks and had to close for the two days of the outage resulting in a loss of wages to employees, \$300.	8/13/2014 4:21 AM
83	My business is entirely internet based, so I was completely unable to work for 2 days. Estimated loss approximately \$500-750.	8/12/2014 11:19 PM
84	My office was shut down because it is internet based and we provide customer service by phone and email. I had to miss work to stay home with my son and my coworkers lost about 10 hours of pay because they could not work. I have to use sick or vacation time to make up for the hours I lost.	8/12/2014 9:15 PM
85	We are a [REDACTED] company so our entire operation was shut down. Without phone we can not contact or be contacted by customers. Without internet we could not place orders, we could not complete repair and upgrades for our customers nor create new repair and upgrade jobs. We could not create invoices, make credit card sales, etc. Loss of revenue (each day sales vary based on retail sales & repair jobs completed) could be between \$250 - \$1000 each day. Employees were unable to work so they will also have financial hardship due to this outage.	8/12/2014 6:21 PM
86	Lost contact with clients potential loss of contract	8/12/2014 2:23 PM
87	Good time to visit with people face to face and not just via a text or face book. I liked the time away from being sooooo connected.	8/12/2014 2:08 PM
88	Laytonville gets reception ONLY from Verizon and US Cellular. All cell phone service and Internet service was out.	8/12/2014 1:06 PM
89	With telephones and internet out for 2 days during our high season, guests could not make reservations. We estimate loss revenue of \$30,000-40,000.	8/12/2014 10:37 AM
90	Our location is 500 feet from the end of Comcast availability, it is one mile from the end of AT&T fiber optics so we are impacted always from the lack of broadband even if it is functional in other locations.	8/12/2014 9:47 AM

91	We were unable to take reservations on the phone because we could not tell if the room had been booked on line. We could not process credit card transactions and guests did not have enough cash to pay for their rooms at checkin. And they could not get cash out of the ATM machine. We had one guest who checked out early because he needed internet access for a video conference for his business. He had prepaid for horseback rides and other items. We ended up refunding him over \$ 900.00 and we couldn't rebook his room because we couldn't make it available on line. There were a number of guests who commented on the outage that said it would affect future decisions to travel to the area.	8/12/2014 9:46 AM
92	I was fortunate in that I never bundled my service. In my years of living on the coast I have found that putting your eggs in one basket leaves you to vulnerable. It is unfortunate that the large companies (comcast etc.) entice customers to bundle in an area with poor infrastructure. I would say that the business lost 10-15% of sales. This was only due to the fact that customers were panicking and when people panic they do not spend! I would also say that it is taking some time for customers to come back out and spend as usual. Our sales continued to see a drop until just this Monday 8/11/14. We also were not able to file claims with vendors on shipments we received with damages. 99% of our vendors do all of their correspondence through the internet via email. We had a few customers that tried to email us from out of the area and they were annoyed at not being responded to as quickly as they would have liked. The other challenge was not being able to balance our accounts with our system quickbooks since we do that twice a week with our online banking. My partners back went out during this time and we had a great deal of difficulty making an appointment with the doctor. The best part of it was he needed pain Meds and due to the pharmacy being without internet we had to pay full value for his Meds 197.23 our usual co pay is 20.00! More cash out of hand. If we were a young couple with children this would and could be devastating. As for the dollar amount it is still being tallied our loss of sales at the [REDACTED] would look like 3000.00-5000.00. We may end up with fees and the inability to get credit on damaged items that were shipped in just before the outage.	8/12/2014 6:54 AM
93	Lack of communication especially when it is high fire danger season was very scary. There was a recent fire in our neighborhood, and phones were critical to getting the fire department and CalFire deployed quickly. It was impossible to figure out how to get work done, as so much work is done virtually now. It was extremely frustrating to be in a full communication blackout. We have no TV or Cable, so we needed to rely on radio, and because the internet was down, radio stations had no idea what was going on for more than 24 hours. Even local newspapers did not know. We use US Cellular, and it was out for a portion of the time.	8/11/2014 7:02 PM
94	The first day I just went home early. So many of the projects I was working on were dependent on input only available on the internet. Additionally, I couldn't phone out or receive calls or email colleagues. I work in a one-person office. The internet is critical to how I manage the work between myself, sub-contractors, volunteers and board members. Many tasks came to a screeching halt. On the second day, I returned to work and pulled out some filing and jobs I could perform without external input, but nearly 2 entire days just dropped off my calendar which is heating up as the beginning of the [REDACTED]	8/11/2014 5:25 PM
95	Others at this address had to reschedule two events and without land-line telephone service, no internet service, and limited cell phone service it was very difficult to notify anyone.	8/11/2014 4:33 PM
96	Business was affected as customers couldn't access internet services to job search, check emails, apply for unemployment in our resource center- America's Job Center. MPIC's business was affected without internet access and networking abilities with inland office for daily business duties and communication.	8/11/2014 2:32 PM
97	We are a hotel and spa. Our front desk system is web based. For 2.5 days we had no internet and no phones. We could not receive reservations, or even get them online. We had to check in and check out people manually. Mass confusion and lost us at least 15 rooms per night.	8/11/2014 2:30 PM
98	Approx. 40% of residents lost phone service incl 911 (for seniors a danger) for anywhere from 1-4 weeks. Business internet down for 2 days.	8/11/2014 1:50 PM
99	Cell service was touch and go, dropped calls unable to text and search the internet on my phone. Could not access the internet from my computer at home.	8/11/2014 1:43 PM

100	Credit card processing slowed dramatically; unable to accept debit or any food stamp transactions; due to inability to network with credit card processor, American Express credit cards were accepted and as these are not within our contract, we will not be reimbursed for any of these; inability to access internet and therefore unable to complete many facets of our daily tasks on a timely basis; additional cost due to requirement to submit WIC checks online prior to deposit, had to drive to home of employee who had satellite for submitting there, unable to send or receive business emails onsite. All of these resulted in a loss of productivity. Because our competitor had a back up system for processing EBT/EFS (food-stamps), many of our customers were required to shop them resulting in lost sales for us. Unable to electronically order, which many of our vendors require, which results in shortages of product on our shelves resulting in a loss of sales. The combined loss would add up to hundreds of dollars, much of it difficult to specifically put a dollar amount on. A definite 'known' loss would be the American Express. Three transactions completed prior to our recognizing our exposure and addressing through signage and cashiers notifying customers. These transactions amounted to a total of \$146.77.	8/11/2014 12:38 PM
101	We could not process any changes, additions, quotes or take credit card payments. Hard to say how much it cost me, but I did have to send home an employee due to lack of access to the internet	8/11/2014 12:35 PM
102	We are a nonprofit organization. It prevented six staff people from being able to do our work. We could not make planned fundraising calls, we could not organize project meetings, we were not able to communicate with our field staff who go to remote locations. We manage dozens of government grants and were not able to make necessary communications with grantors, sub contractors and project managers. Much of our work is done in a virtual workplace. The outage was a huge setback. While our damages are not necessarily measurable in dollar terms, the outage had a significant impact on our ability to conduct our general operations.	8/11/2014 11:55 AM
103	Two Business lines that were down. Several company cell phones that were affected, one Gasoline card lock (CFN) was intermittent. Employee overtime to post accounts when failure was reactivated. Loss in revenue is still being calculated. but will run into the thousands of dollars.	8/11/2014 11:40 AM
104	No vendor access, all of our vendors are online pricing, ordering. No orders were able to be processed or priced for 2 days. Business loss!	8/11/2014 11:20 AM
105	We had to buy US Cellular 3G Device as a functional backup for internet so it's going to end up costing us about \$1000 if we don't cancel our existing contract with Verizon, about \$400 if we do.	8/11/2014 11:08 AM
107	Our business was shut down for 2 days with an estimated loss of business of \$3,500	8/11/2014 10:11 AM
108	Stay working to catch up from lost business...	8/11/2014 9:53 AM
109	\$400 for the cancelled of one appointment to develop website & loss of two half day work hours regularly scheduled.	8/11/2014 9:45 AM
110	no communication with clients and others.	8/11/2014 9:43 AM
111	Likely did not lose business because we are business-to-business, however, orders could not be received or shipped.	8/11/2014 9:24 AM
112	Our business was forced to close due to our phone and internet service being down. Without the phone line our business cannot use the computers, make phone calls and conduct business.	8/11/2014 9:08 AM
113	We were not able to access patient data and we were unable to process pay roll and deposit funds	8/11/2014 8:18 AM
114	I work for a dot-com company -- one that's an online video company, at that. Needless to say, internet access is utterly essential for me. I participate in frequent video conferences with my colleagues, which I was unable to do during the outage. And while we have satellite Internet as a backup, its technical limitations (no VPN or videoconferencing support) made it impossible for me to do my job normally.	8/11/2014 8:03 AM
115	We lost sales because no phones or internet. The estimate loss of sales 16,000.	8/11/2014 7:35 AM
116	Probably cost us a few thousand in class registrations and room rentals - people aren't patient if they can't reserve on the first call, or via paypal	8/10/2014 8:47 PM
117	Lost reservations, about \$1250	8/10/2014 7:29 PM
118	Majority of our clients use credit cards for their tattoos and our products. If there had been an emergency ie fire etc...we would have been unable to get help as our cell and our land line and internet were out....	8/10/2014 1:38 PM
119	Fear of not knowing information about fire	8/10/2014 1:22 PM

120	Our cable service was out for a few days other than that no problem.	8/10/2014 9:06 AM
121	Some sales were lost because the credit card machine requires a working phone line. Internet sales and marketing were suspended. Not a huge financial impact for us but a significant impact on productivity. Most of our customers were very understanding. Visitors from other areas were very confused about how this could happen.	8/10/2014 8:57 AM
122	Cell service was the only impact to our business but it wasn't out if the ordinary because we deal with it everyday due to the lack of cell phone service around the county.	8/10/2014 8:15 AM
123	Not able to receive reservations from outside booking agency's or to adjust room inventory online making it easy to oversell rooms causing us to cut off renting rooms online (our main method) cost to business aprox 500.00 durring outage	8/10/2014 6:23 AM
124	We had a difficult time contacting our patients and vice versa. 911 services unavailable to some of or patients	8/9/2014 9:55 PM
125	This outage disrupted all operations at my company. We were unable to communicate or trade our client portfolios without being connected to the national exchanges. We cancelled all appointments and are still recovering.	8/9/2014 9:44 PM
126	Much of our our daily office business is conducted online from ordering supplies, tracking shipments, all forms of our banking, credit card transactions and merchant services. The outage also occurred on our employee pay date. We normally receive payroll information directly from our accountant via email. We lost the ability to pull up account information so that we could then call companies directly. We also answer inquires for room and date availability sent from our website, sending reservation confirmations, and answering all email inquires as well as handling cancelations in a timely manner. Guests were impacted by the loss of contact from their homes, family, friends, and business associates. We live in an area of the coast that has limited cell service at best. It is vital to our business that we are able to provide our guests with reliable online service as well as wi-fi to their rooms. During the outage, we explained the situation to our guests. Most were understanding. However, several were not. One guest stating that they felt that we had "misrepresented" our establishment by not providing them with an internet connection that we advertised. She remained inconsolable. Another said that although the area is beautiful, it is too 'rural' and wished they had not come to the Mendocino Coast. Not being able to contact 'his office' for work stressed him to the point that he felt his 'short vacation time was ruined.'	8/9/2014 8:17 PM
127	We lost all emails. We had no idea if we had on-line bookings and/or requests for a reservation. We were forced to close off the ability for on-line bookings through our website in fear of double bookings, etc. I'm sure we lost several thousands of dollars.	8/9/2014 5:42 PM
129	\$2000 lost revenue due to inability to accept credit cards	8/9/2014 4:18 PM
130	Our business is an auto body repair in which the estimating and parts ordering system is a data base taht requires internet to operate. Our business what shut down during this period. We were unable to estimate, order parts, submit invoices, submit photos to insurance companites et.	8/9/2014 3:07 PM
131	We were unable to process any credit cards during this time. Potential customers were unable to access our inventory to purchase over the internet. Guests of our property left early because they could not work on their computers .	8/9/2014 2:12 PM
132	Our financial system is 'tethered' to the County Office in Ukiah so without internet we were unable to process anything. Two of us ended up driving to Ukiah in order to make our payables run. Hard to put a cost on the lost time. We lost current productivity, although we found other less productive tasks. We were also unable to receive any email from outside the District. We are in the midst of several projects (bond re-funding, annual audit, modernization of the High School) that require constant communication to which we are expected to be responsive. We had nine employees, just in the District Office who were organizing files instead of the actual work of the business office.	8/9/2014 11:57 AM
133	We were unable to process orders during the outage. We do all of our business through our website/shopping cart and couldn't download orders.	8/9/2014 11:37 AM
134	was without their electronic ordering system, which is web dependent and includes their pharmacy services. They had phone service and still use paper charting for the most part so it was an inconvenience more than a danger, but person hours were diverted away from other needs. They would have been unable to reach me quickly while I was at home, as I was without phone service during the optical outage.	8/9/2014 11:16 AM
135	Unable to make arrangements for a county wide meeting in Ukiah that week related community/county issues	8/9/2014 11:10 AM

136	Clients could not provide timely documents and I could not retrieve some phone messages. Had clients come to my house instead of office because i could get the internet there.	8/9/2014 10:55 AM
137	Since I was out of cable services I pay for, I would like Comcast to reimburse me.	8/9/2014 10:37 AM
138	just an overall bummer	8/9/2014 10:24 AM
139	We felt like the bottom had dropped out of all information systems regarding local and regional emergencies. Must admit we didn't at time have reverse 911 (do now,) but with cell phone service disrupted too, that wouldn't have helped. We have noticed a severe decline in print media, local and regional, to keep us informed in a timely manner. Since print media is the initial source of much news that ends up on the internet, there's still a lack there. Thank god for KMUD ---- they do amazing work --- news best available in two county area (Mendo and Humboldt.) Still, even KMUD seemed slow getting news about the Lodge fire complex out, until recently. Now quite good. Can't really assess KZYX/Z responsiveness since their signal has been poor in our particular area anyway for the past several months --- unlistenable. The commercial AM stations seemed to do nothing in terms of keeping residents informed --- but then, the AM stations with strong signals available here are either programmed country (including one station in northern Humboldt with slogan "keeping the King in Country," we presume the "King" being JC. It's seems to be a religious station primarily but in any case no news source at all. Same for others.	8/9/2014 10:19 AM
140	Our business is totally dependent on the internet. 1. Our point of sales system in retail business unable to run credit cards., 2. Access to Email from our customers and prospective customers. We were unable to deal with our contacts. 3. Our Customer Relationship Manager software, where all our customer data is handled is on the internet so we could not access that. 4. We were unable to process sales and internet orders. 5. Our remote office could not communicate with corporate office. 6. We could not access our website and social media accounts. 7. Our students were unable to gain internet access. 8. Limited banking and ATM access I estimate lost revenue was around \$10,000 not including lost productivity of dozens of individuals and stress.	8/9/2014 8:44 AM
141	our cottage guests complained of poor to no cell phone service and poor access to the internet.	8/9/2014 8:38 AM
142	We Place 95% of all orders on line,5% by Fax Our main store order was due during this outage	8/9/2014 8:33 AM
143	As the owner of [REDACTED], we were unable to make reservations, check reservations. We also had no way to check incoming reservations or out going. We kind of had to wing it.	8/9/2014 8:26 AM
144	We could not process credit cards at the height of the tourist season. Most travelers do not carry cash any more and traveler's checks seem to be a thing of the past. In addition, we had extra payroll required to clean up the mess caused to our POS because of the inability to process cards.	8/9/2014 8:12 AM
145	Averted economic losses by driving from Little River to Boonville daily to review online reservations and to conduct email correspondence.	8/9/2014 7:36 AM
146	I work remotely, and after two days without Internet, drove to Ukiah and rented a hotel room.	8/9/2014 7:34 AM
147	Lost communication with clients	8/9/2014 6:56 AM
148	We were unable to take reservations, see who was checking in or out, or charge credit cards. Guests were without cell and internet service also which made their stay more difficult. Lots of lost people around town unable to check their confirmation info or get maps/directions.	8/9/2014 12:57 AM
149	Emergency Response not available. Internet shut down delayed numerous business activities and deadlines. Recreational activities TV programs unavailable i.e. sports, news broadcasts, programs.	8/9/2014 12:55 AM
150	Feeling cut off during an emergency left me uneasy.	8/8/2014 10:44 PM
151	Local radio stations had very little information to relay to the listeners. I felt cut off from the outside world in already isolated Fort Bragg.	8/8/2014 10:09 PM
152	credit card info had to be hand written and when service returned, keyed in: = higher cost of transaction and slow down of retail business	8/8/2014 10:06 PM
153	Unable to take phone calls or respond to visitors inquiring about the area or wanting to visit. Unable to communicate with business owners to assist in servicing current and/or potential visitors. Risk is unknown, but great.	8/8/2014 10:01 PM
154	Can't process credit card transactions with out the Internet	8/8/2014 9:52 PM
155	We are on a DSL Line backup so interruption in service be it internet or phones or credit card processing.	8/8/2014 9:08 PM

156	We were without internet service from 5:00 pm on Sunday, August 3 until the evening of Tuesday, August 5. There was also a second internet service outage from approximately 4:00 pm on Wednesday, August 6 that lasted until the next morning, August 7. In addition to time wasted trying to find the source of a problem I mistakenly thought was caused by my hardware or software, it was difficult to restore internet connectivity with some devices we own because the devices did not automatically reconnect with the restoration of service. This required me to go online on working devices to learn how to troubleshoot and repair the non-working devices (Apple iPad was particularly balky about reconnecting). We own 4 internet-capable devices plus cable TV.	8/8/2014 9:05 PM
157	Staff was not able to communicate with renters, board members, instructors, families with children enrolled, or with each other.	8/8/2014 8:32 PM
158	could not communicate with my vendors via the internet. Use it to access catalogs, place orders and verify pricing	8/8/2014 8:02 PM
159	As a Realtor, I was lucky not to have lost too much business. Maybe \$200 in lost broker price opinion jobs. But I potentially could have lost a big client, and it caused me a lot of stress not knowing. And, it was out at work, all over Mendocino, all over Fort Bragg, there was no where to go that it worked!	8/8/2014 7:38 PM
160	No direct financial loss. Just stopped parts of our business for several days.	8/8/2014 7:26 PM
161	We lost over 10 sales averaging \$150 each because our credit card machine was out	8/8/2014 7:25 PM
162	\$25,000.00	8/8/2014 7:11 PM
163	I had to cancel phone and internet sessions with clients. All a loss.	8/8/2014 7:08 PM
164	My father was about to have surgery n couldn't reach me! I have a daughter in law fighting post part her dad n grand pa on death bed my daughter out of town n son that had to fly out of state n could confirm his flight until just before due to no phones	8/8/2014 7:04 PM
165	My father was about to have surgery n couldn't reach me! I have a daughter in law fighting post part her dad n grand pa on death bed my daughter out of town n son that had to fly out of state n could confirm his flight until just before due to no phones	8/8/2014 7:04 PM
166	Estimate \$600 sale lost	8/8/2014 7:00 PM
167	\$1,000.00	8/8/2014 6:57 PM
168	intermittent internet and landline phone service for 24 hours....more of an inconvenience	8/8/2014 6:56 PM
169	the outage made us realize how dependent we have become on the internet	8/8/2014 6:17 PM
170	Because of the outage I could not send or receive any calls to or from any of my customers during the outage. I also could not remote into my clients servers to check on the backups and I also could not do any offsite backups for my clients during the time the fiber was disconnected. I cannot charge a client for days that I was not able to insure a good backup. I also could not respond to any of my clients needs during this time. The loss of income for me was not huge but it does have an affect on the bottom line.	8/8/2014 5:27 PM
171	My Sister and Nephews are planning to visit this weekend and they cannot call us n our landline. We had to purchase calling plans and dedicated phone numbers from Skype. This has cost us \$96.00 for the year.	8/8/2014 4:42 PM
172	Couldn't call families to enroll students and they only heard a fast-busy signal if they managed to get through to us. No 911.	8/8/2014 4:37 PM
173	Our service seems slower since it came back on. ???	8/8/2014 3:58 PM
174	ziltch	8/8/2014 3:42 PM

175	We have our reservation system in the cloud. Therefore, while it was up and running worldwide with people able to make reservations with us, we had no ability to know what rooms were or were not being reserved after we lost our ISP link. We had no idea if someone would arrive on our door having booked and paid for a room that we may or may not have 'been able' to sell to a walk in guest on site if we had access to the system. Telephone reservations were not possible, we had to direct them to our website, and then, we had no idea if they booked or not. Additionally, guests that 'have to have access' were not at all understanding that this was an area wide outage and we had not 'locked them out' or were we just being stubborn and not fixing 'our internet problem'. Several potential guest calling our landline did not book because we did not have access to our system and could not reliably tell them whether or not their desired room was available on their desired dates. Fortunately we did not have any emergencies as there was no 911 service, Unfortunately, the automated call regarding emergency service staff at the fire department was not received until late Monday. Additionally, since I was 'on call' for staff with problems, when the cell service went out I was unreachable and did not know it. Obviously, I could not fix the internet/reservation system access problem, but had there been a plumbing emergency like the day before, I would have been up x*%\$ creek without a paddle. As a result of me being unreachable, staff contacted my wife who was out of town. You should here the panic in her voice on her messages I finally received after cell phone service was back. She was extremely concerned for my wellbeing as well as for the operations of the Inn.	8/8/2014 3:23 PM
176	I was most concerned that the care takers for my 98 year old mother in Pasadena could not contact me as I am the point person for her health care. I was also concerned that two adult children who were out of this country (Canada and Greece) had not idea why I had disappeared. my husband is a member of MVFD and did not receive the calls and addresses on his cell phone. I am not sure of the quality of his pager calls.	8/8/2014 3:19 PM
177	No Internet. Missed calls. Wireless connections	8/8/2014 3:16 PM
178	The network connectivity to all our coastal sites were disrupted, including sites in Ft Bragg, Mendocino, Manchester and Pt Arena. Several key servers are inland so quite a few employees were unable to do their work - many of them drove to Ukiah or Willits to get work done. Thank goodness school isn't in session yet!	8/8/2014 2:57 PM
179	No communication at all.	8/8/2014 2:52 PM
180	I could not take reservations by internet or phone. This is the the busy time for Inn's on the coast. If people made reservations on line I would have no way to know when they might show up and what would I do if I was booked or not here to greet them if I didn't know they were coming!!! The phone company said on their message that this number was no longer in service. What would you think if you were calling for a reservation???? The guests I had could not pay me with a credit card and very few people have hundreds of dollars in their wallets for an expense like a room charge of \$300 or more. Few people have a check book on vacation. They charge everything!!!	8/8/2014 2:42 PM
181	I cannot accurately determine a dollar amount, but I could not receive calls or orders.	8/8/2014 1:39 PM
182	We were not able to make or receive any phone calls, or communicate via internet with any of our clients. In addition, I was not able to use my cloud-based design software effectively, nor was I able to use my cloud-based accounting software. A fair estimate of time lost for me is based on my shop's hourly rate of \$50. At two full business days of 8 hours each, that is \$800.00. This does not take into account the impact it has made on my clients who now have to wait longer for contracted work due to the set back.	8/8/2014 1:34 PM
183	Establishment could not run credit cards in the restaurant or inn for 2 days. We took imprints of cards to enter when the system came back online but had no way of knowing whether the card numbers were valid.	8/8/2014 1:31 PM
184	My bank was unable to confirm my balance until afternoon on Monday. No ATM service.	8/8/2014 1:05 PM
186	Loss of revenue: Approx. \$625.00	8/8/2014 12:28 PM
187	Normal customer services, billing and A/R collections to and from coastal business customers was disrupted.	8/8/2014 12:03 PM
188	It was great! People need to have occasional reminders that they can actually live without being constantly connected.	8/8/2014 11:38 AM
189	My wife is a volunteer firefighter and critical calls were interrupted.	8/8/2014 11:22 AM

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190	As a hotel part of a major chain, all of our systems rely on internet. This rendered our computers useless for checking in and out guests. We had to make a phone call every couple hours to have an updated arrival list faxed to us which took about 20 min. each time. We could not processes credit card so we could only imprint them and hope they were good. We missed some online bookings. It took us 3 1/2 hours to input everything when internet came back on. I would say we loss about \$1000.	8/8/2014 10:43 AM
191	Could not do business if cafe and retail store as far as credit card processing. Could not use internet for e-mail. Could not use Customer Relationship Management software.	8/8/2014 10:39 AM
192	I had to let three of my employees go home for two days and they were not able to complete important work because of the internet outage. At home, I felt disconnected from the news, family, and friends..it was much harder to keep in touch.	8/8/2014 10:13 AM
193	Missed my usual morning phone call from a friend whose phone did not work, although mine worked. As an older person, those check-in morning calls are important to me, although there was no emergency in this case.	8/8/2014 10:01 AM
194	some people lost work and pay as a result. we couldn't respond to customers, vendors, employees or applicants in a timely manner. employees sent home	8/8/2014 9:59 AM
195	We were unable to bill or account for any transactions for two days. Our Payroll, and our accounting systems are in the cloud. We were unable to charge any credit card transactions or fulfill any internet orders	8/8/2014 9:43 AM
196	I work in a CPA office. We were unable to receive or make calls, most of our work (payroll, doing taxes, audit work) has to rely on information from our emails or going onto the internet. I was unable to do three payrolls and had to play catch-up when it was fixed. We contemplated closing the office until things were up and running again since the only way people could contact us was by dropping by. Just frustrating, but we survived.	8/8/2014 9:43 AM
197	We were unable to provide service to our customers due to both the phone and internet outage in Comptche. We also had to drive to Fort Bragg to check on the welfare of an employee who lives there whom we were unable to contact.	8/8/2014 9:14 AM
198	I have clients all over Calif that email & phone me with bookkeeping & urgent needs for info. I had to call all of them & switch them to my landline (home phone) for emergencies needs. I don't feel I lost revenue, since all my work was waiting for me when the internet returned.	8/8/2014 9:11 AM
199	At [REDACTED], we were unable to get our daily order completed, which meant a delay in receiving special book orders, new stock and the ability to communicate with customers who placed web orders. As a business that thrives on the ability to communicate quickly and efficiently with customers, it made operations difficult at best. As a bookseller (not owner or buyer) I would personally estimate that we lost somewhere around \$700-\$900 in productivity during the outage.	8/8/2014 8:53 AM
200	Critical payments were not received from customers who had their bank accounts impacted by the outage. We almost could not fund this week's payroll due to not receiving a critical payment from a major client.	8/8/2014 8:40 AM
201	I was not able to call my neighbor who was recuperating from a botched surgery for a pacemaker implant. I was not able to call relatives in MA where we expected to fly.	8/8/2014 8:31 AM
202	Much of our work requires internet and phone. Until 1 month ago, all 4 of our staff computers were connected via Cloud service. We just shifted over to in-office connections (Shared). Saved our ability to work during those 2 days. Having communication breakdown, in some ways, gave us some peace and quiet to focus on deliverables w/o interruption. Lost revenue ~ \$500-\$800. Temporary loss of respect - Our clients are mostly from out of the area. They thought we were blowing them off. Could text intermittently with those whom we had cell phones, but was often a major relay delay. Afterwards, once details got out, clients were okay. Post-restoration: a lot of work to catch up on in complex email communications. Neighboring business had a client who was experiencing acute medical issues and needed to go to hospital. If he had needed on-site medical or an ambulance, we would not have been able to call. He is still in hospital, 4 days later.	8/8/2014 8:27 AM
203	Employees (myself included) had to go home because my position is primarily based around our websites	8/8/2014 8:22 AM
204	banking stores home iam sure some kind of emergency nolage to respond was lostfort	8/8/2014 8:16 AM
205	We did not lose our T1's, however a major impact to patient care occurred because many on-call personnel could not be reached when needed for STAT procedures. Physicians were unreachable by cell phone or internet based messaging.	8/8/2014 8:07 AM
206	The inability to manage and run daily operation smoothly. Unable to order materials and field client inquires	8/8/2014 7:25 AM
207	I lost potentially \$5,000 during the outage because I could not reach clients and they could not reach me.	8/8/2014 7:19 AM

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208	Could not conduct ant business without phones and internet. Clients were not able to see property listings or phone the office.	8/8/2014 7:17 AM
209	\$1000 - \$2000	8/8/2014 7:16 AM
210	Partner's stress over "I paid the bills" " What's going on, this isn't right" Obsessing with getting contacted.	8/8/2014 6:51 AM
211	Partner's stress over "I paid the bills" " What's going on, this isn't right" Obsessing with getting contacted.	8/8/2014 6:51 AM
212	I needed to return some items purchased on the internet and couldn't print return labels. I even had to look up phone numbers in the phone book! Couldn't get emails or watch local news on TV.	8/8/2014 5:57 AM
213	I use the high-speed account at my employer's shop to gather material for my show. That was off for a few days. I used dialup from my house, which worked, but wasn't enough.	8/8/2014 3:43 AM
214	Lost untold emails from prospective guests for a vacation rental home.Income loss estimated at 4k-12k. Lost contract on catering deal for a 4 day event for 150 people being held in Elk late Aug as the people did not get a reply to several emails they sent asking me for prices on various menus (they thought I was not interested and found someone else). Estimated loss of 2k-2500 for the dates.	8/8/2014 12:35 AM
215	My boss thought I wasn't showing up for work in the morning even though I always show up. He told the client he thought I wasn't coming and it was embarrassing. We communicate via text. I use T mobile.	8/7/2014 11:02 PM
216	I was unable to do any work because the nature of my business requires internet access.	8/7/2014 10:17 PM
217	this stopped all ordering of supplies, banking, credit card services, customer services, and internet support	8/7/2014 10:16 PM
218	I couldn't send out audition files for my business, which may have cost me a job. I need the internet to get audition scripts and send sound files to potential clients.	8/7/2014 9:39 PM
219	We were not able to reach our patients. Many could not call 911. We had to locate all patients with cell phones which wasted time and cost our agency staff and money.	8/7/2014 9:09 PM
220	At my residence, [REDACTED] my wireless modem did work so I had internet. Just no voicemail access.	8/7/2014 8:35 PM
221	No loss of revenue. But we use email/Internet everyday for estimating scheduling and pricing	8/7/2014 7:41 PM
222	Unable To post "help wanted ad" needed badly. Unable to retrieve mssgs/sales sheets from sales reps, unable to text employees & reps, unable to make regular online purchases & pay bills timely. Although, land line was working.	8/7/2014 7:34 PM
223	I was lucky to have a landline phone, but did lose capability to phone using my cell phone.	8/7/2014 7:27 PM
224	Unable to access internet and email. Delayed answering inquiries and unable to send orders by email.	8/7/2014 7:23 PM
225	I was unable to communicate promptly with my clients. We had delayed text messaging only. I was also unable to check on my banking and do other required tasks for my business.	8/7/2014 7:21 PM
226	Everything	8/7/2014 7:14 PM
227	We could not take credit cards. We could not contact patients. we had many people not show up because they werent able to be reached to confirm their appointments. If I had to estimate how much we lossed, it would be close to \$3,000	8/7/2014 7:11 PM
228	It was our first day back to work, after our summer break. It was frustrating not being able to receive or send e-mails, do our requisitions & purchase orders. Almost all of our programs are internet based. It was a frustrating couple of days.	8/7/2014 6:53 PM
229	I can't make appointments when their is no phone..no phone no business.	8/7/2014 5:24 PM
230	My husband has to remotely send information about his pacemaker to his doctor in Santa Rosa. He was supposed to perform this task on Monday but we were unable to do so. We couldn't call from the house to alert the doctor's office that there would be no reading of his heart rate. I called from my place of work because our phones worked intermittently.	8/7/2014 5:13 PM
231	We exchange files with advertising clients on a time-sensitive basis. The outage disrupted our workflow and contact with clients.	8/7/2014 5:12 PM

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232	I have a graphic design business. My clients and I couldn't even reach each other for almost 2 entire working days. Also, I use a few programs in my business through the internet, like my invoicing, time keeping and project database. I lost about \$750 of billable time during the outage. I couldn't work on any client websites either.	8/7/2014 4:59 PM
233	Unable to conduct business.	8/7/2014 4:57 PM
234	Our non profit could not communicate with a donor who was making books we sell to support our program. This caused a delay in our approval and will result in a loss of income over this coming weekend. Much needed money that is critical to our program.	8/7/2014 4:57 PM
235	In the run-up to one of the most important workshop events of the year, we were unable to send and receive emails dealing with last minute issues.	8/7/2014 4:47 PM
236	With no internet we couldn't access our point of sale, use credit cards, make our weekly orders and call our customer who were waiting on their special orders.	8/7/2014 4:38 PM
237	I lost \$1,200 of billable work time during the 2 days.	8/7/2014 4:36 PM
238	My husband's construction business' bidding process was delayed. He had to have things faxed to him that he couldn't receive on-line and he had to pay \$30 for a set of plans he couldn't view on-line.	8/7/2014 4:19 PM
239	During the internet and phone outage, I could not work. Most appraiser services; including receiving work orders, delivering appraisals and obtaining necessary information to complete an appraisal are gathered via internet. I could not update my clients, which they require on a daily basis and nearly lost two jobs. In this time of reduced work, due to rising interest rates, this would have been devastating to me. They did "cut me some slack" however, this resulted in very long and frantic work hours when the internet was repaired. I was passed over for additional work because I could not respond to any email requests. The amount of dollars that were lost during this outage is unknown for me.	8/7/2014 4:06 PM
240	I have a land line for our business, so could process credit cards (thankfully!), but our internet was down. We rely on it to fully serve our customers (operates plant nursery). I would say it cost us a decrease of 20% or more in sales.	8/7/2014 3:45 PM
242	Loss of service upset my daughter and brother. Both tried to reach me and got a busy signal on my land line and no signal on cell.	8/7/2014 3:38 PM
243	it shouldn't have taken 2 1/2 days to get all of these services restored if someone had an emergency they had to go to local fire Dept. the coast was basically in the dark most had no internet no phone or TV.	8/7/2014 3:30 PM
244	\$1500 in lost wages from lack of work on two of the busiest work days of the week. During the busy season of work.	8/7/2014 3:29 PM
245	The outage caused us to be unable to access/operate our POS System, place orders with or access our distributors and disabled our ability to process Credit Card purchases. We were in fact unable to open the business at all leading to lost revenue from sales as well to keep our stocks up because of the inability to place orders.	8/7/2014 3:28 PM
246	I have no way of estimating how being out of contact affected my business.	8/7/2014 3:07 PM
247	My work involves pretty consistent internet communication with clients and research.	8/7/2014 3:06 PM
248	Phone lines dead, no internet service, could not process electronic payments, created serious communication issues during a critical project management time period	8/7/2014 3:02 PM
249	500.00	8/7/2014 3:02 PM
250	Had to make alternate arrangements for my son who was 10 miles away at a vacation camp, because of the lack of communication options.	8/7/2014 2:57 PM
251	Scary to be unreachable by family for days. I have elderly parents whom I could not contact for 2 days.	8/7/2014 2:55 PM

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252	I do not feel that I lost significant revenue, but the flow of work was interrupted somewhat. (One day of half the usual business and one day of nearly twice the usual business once service was restored). Main stress was over how to place an order that I needed to place to avoid running out of copy paper (used a cell phone, but that was difficult compared to faxing).	8/7/2014 2:53 PM
253	It was terrible. We are very dependent on both phone and the Internet. We are working on on-line grant applications. This was halted. One of our most important tasks is research and education about sustainable building and restoration. How ironic that one truck can take out a system that is designed for redundancy, flexibility and supposedly robust strength. This was a really big deal for our community. If we loose grants because of this it will be very serious indeed.	8/7/2014 2:41 PM
254	No revenue or communications possible	8/7/2014 2:36 PM
255	My graphics business relies heavily on internet use; sending and receiving orders and customer file, paying bills, and ordering supplies,etc. And without phone service, I don't know who may have tried to place orders. Regular customers not in the area were confused and worried, not know what was going on. Hard to estimate dollar amount, couple thousand.	8/7/2014 2:18 PM
256	Inability to communicate with our clients who are cancer patients & their medical providers, inability to access our data base, which holds all pertinent information related to our clients, and the everyday business of the agency.	8/7/2014 2:11 PM
257	Pharmacist unable to call for needs of individuals; Animals needing critical care were not able to be serviced	8/7/2014 2:11 PM
258	I work part time in a store that was unable to make credit card sales. This did impact the income of a local business owner.	8/7/2014 1:33 PM
259	I became aware of how dependent on internet service I am for information and news - including the information I routinely need to practice my profession.	8/7/2014 1:27 PM
260	We had to turn away at least four people who wanted to make large purchases at our gallery during the days of the outage. Art purchases are based on emotional reactions and subjective appreciation. You never know when someone will fall in love with a piece of art, and it was so disappointing, both for the artists and for the potential purchasers, when we had to turn them away because our credit card system was down. Those people were in town for a short time only, and, unable to purchase their chosen pieces at the time of their visit, those connections, relationships, and sales were forfeit. I'd estimate we lost about [REDACTED] in sales, but moreover, we lost the opportunity to send our art home with the people who loved it.	8/7/2014 1:00 PM
261	We were unable to order supplies or respond to inquiries from potential clients. We advertise via the internet and were unable to reach our potential clients. We were unable to reach some businesses that had internet phones, unable to access account bank balances. Many businesses were not able to take credit cards.	8/7/2014 12:59 PM
262	As to our business we were unable to make or receive phone calls so questions couldn't be answered, appointments made or changed and our tax return processing couldn't go forward. The outage cost us over \$2,000 in lost productivity.	8/7/2014 12:56 PM
263	It took longer to complete printing paperwork without the network- Probably about 1/2 hr longer than necessary- \$50.	8/7/2014 12:42 PM
264	We are self-employed crafts people, who rely on selling are wares at festivals . Our main way of communicationg with our customers is via the internet. We also have to fill out forms and applications , and make/receive payments via this service. Most people don't understand that we don't have the best or fastest internet connection or cell service, already. Many people need internet service for their businesses out here. Some people have to move away from loss of business. {like people who design websites , etc}	8/7/2014 12:32 PM
265	At least one room could have been rented if not for the outage. Around \$400.	8/7/2014 12:26 PM
266	Actually, there were some orders that I'd have received on Monday, and did not. My accounts had no idea what was happening, and mainly they just get mad at me. There was also an order I should've shipped on Monday, and had to apologize for the delay. Ultimately, my customers understood, but I lost some reliability in their eyes. Not good for business.	8/7/2014 12:16 PM
267	I was uninformed of a bid for a mural job in Napa at a winery. This is a potential loss of several thousand dllars. The time of the bed ran out before I got my service back. There was much stress and frustration resulting. Then I was tardy responding to a request for services by a musical performer. My frustration and stress levels are over the moon.	8/7/2014 12:14 PM

268	The outage shut our book business down for the entire time. No internet = no ability to process our orders, manage the tracking or print usps shipping labels. With no email or phones we had no way to let our internet based customers know why their orders were shipping late. The loss was high - the impact ... we are still bouncing back from the impact.	8/7/2014 12:11 PM
269	In one way, I was grateful, as it made me look at how "addicted" our society is to instant connection. However, I was very concerned for anyone needing emergency assistance.	8/7/2014 12:09 PM
270	My business lost the ability to receive new orders, and to provide needed customer service. I lost at least one and maybe two orders adding up to hundreds of dollars	8/7/2014 12:06 PM
271	I could do virtually no work for two days, which meant a loss of thousands of dollars of business.	8/7/2014 12:04 PM
272	Unable to accept debit or credit cards. About 1/2 of our customers pay by card...about \$1200/day.	8/7/2014 11:58 AM
273	The impact of the recent outage for me was primarily emotional. I was very frightened not having 911 emergency service. I became anxious that I did not have enough cash money to buy the supplies I needed until the outage was corrected. I was anxious not knowing what had happened and how long it would take to repair the damage once I did find out what had happened. Please do not overlook the emotional aspect of this recent outage.	8/7/2014 11:23 AM
274	I could have potentially lost a job opportunity as I did not have any connectivity, phone cell or email. The employer was unable to reach me. I contacted them as soon as we were back online but it may have been to late. I missed an interview. If there were an emergency out here, about 20 minutes from town, there is no way we could have called for help. As a town in whole, there is estimated of millions of dollars in revenue lost due to the outage.	8/7/2014 11:20 AM
275	We were unable to access our outside laboratory for results of labwork performed on patients, as well as unable to process credit card payments.	8/7/2014 11:07 AM
276	Business slowed as customers couldn't contact us via email or effected phone lines. Customers had to travel from construction sites to find cellular services, or visit our office in F.B. to order materials.	8/7/2014 11:00 AM
277	Unable to use email - normal mode for receiving emergency reports and agency news reports as well as community announcements, weather, road conditions,etc. . Lost streaming ability to 15,000+ normal on-line listeners.	8/7/2014 10:45 AM
278	Unable to access database, dropbox, etc.	8/7/2014 10:35 AM
279	I was unable to give 9 therapy session via Skype at a loss of \$1,350. I also lost good will as I was unable to contact these clients to cancel, re schedule these important sessions. I was also unable to use on-line banking upon which I am dependent.	8/7/2014 10:26 AM
280	We couldnt pay our employees on time due to no internet access. We couldnt get paychecks printed and handed out. Some of our employees had bills due and couldnt pay them.	8/7/2014 10:19 AM
281	With no data at all and only a landline for voice connectivity, both of our businesses were severely impacted. We spent a lot of time driving from place to place looking for signal to send email. As an Intel employee I was able to manage (barely) with a phone line, although there were issues in my community that I was not able to handle in a timely manner. My wife's business is entirely email based, so she lost two days worth of contact with her clients.	8/7/2014 10:00 AM
282	Couldn't use credit cards & couldn't get cash from the bank.	8/7/2014 9:57 AM
283	I could not get references for the work I was needing to do.	8/7/2014 9:37 AM
284	Unable to conduct any business on the coast, had to drive to Ukiah where I was able to use the office there.	8/7/2014 9:35 AM
285	Unable to make or receive phone calls. Unable to use internet. Customers unable to contact me were seriously freaking out.	8/7/2014 9:31 AM
286	What if I had an emergency and needed 911. I understand that was not working. What if I had no cash on hand and could not use an ATM with a debit card? What if there was an emergency that required me to use my cell phone because recipient only had cell phone connection?	8/7/2014 9:18 AM
287	We do a lot of business through e-mails. We had several e-mails from contractors that we could not answer. We were unable to place orders, delaying jobs. We couldn't get phone call for people placing orders. We could not communicate with our crews in the field. We had no ability to except credit card payments.	8/7/2014 9:12 AM
288	I couldn't process credit cards, or get room or dinner reservations, or deposit money into the bank, etc.	8/7/2014 9:12 AM

290	Unable to input or access claims for customers. Take payments. Answer coverage questions. Lost business to out of area providers. \$5000	8/7/2014 9:09 AM
291	I could not take credit cards, I did not lose business, I had to take checks, but there was no ATM service	8/7/2014 9:02 AM
292	Unable to correspond with customer inquiry for Wedding consult. I lost the wedding booking because I was unable to reply to an email in a timely manner. Estimated cost is unknown but my average wedding job is aprox \$500 - \$800. Unable to communicate with customer about specific order details and delivery arrangements. Luckily she was a good customer and trusted me to work out the details of her order without her direction. Luckily I did not loose revenue from this. For [REDACTED], again we were unable to communicate with a customer who was expecting an answer to several emails and phone calls. She was frantic that we did not respond and thought we were trying to rip her off for the \$2000 she had already paid for her custom order. Luckily she was very understanding when we were finally able to contact her.	8/7/2014 9:01 AM
293	We could not take appointments and use credit card machine. We probably lost \$800 a day.	8/7/2014 8:59 AM
294	I had to close my preschool for one and a half days because we have MCN fusion and had no way of making an emergency phone call, no way of calling parents of the children in an emergency, no one could call us in an emergency, and our fire alarm was down to the fact that we had no phone line that it could use. I was able to call only a limited amount of phone numbers from my personal cell phone which is why I was able to stay open just in the morning for those families who could be reached via my cell. I had to turn people away if my cell could not connect with one of their phones. We lost about [REDACTED] of revenue.	8/7/2014 8:56 AM
295	Could not do video conferencing with clients. Could not receive phone calls for clients to make appointments or reach me in case of an personal emergency. Could not accept reservations on internet for future retreat guest. I try to stay in constant contact with phone and internet to promote my business. Not good for clients to get dead space when they call or not receive answers to emails. One website gives me 24 hours to respond to retreat guest inquiries or I get less coverage on their site. I had to find someone with satellite in order to deal with this.	8/7/2014 8:55 AM
296	we could not conduct business at all. My business is conducted almost completely online, plus our fax line was out. We could not even answer questions or rake credit card payments for existing clients, plus we turned away potential new customers.	8/7/2014 8:51 AM
297	People unable to contact us for emergency animal services	8/7/2014 8:48 AM
298	I was worried if I had a medical emergency	8/7/2014 8:45 AM
299	My daughter, who has [REDACTED] and relays on the internet for her social well-being caused her to have an emotional breakdown on night of day 2 and happening right before her 18th birthday and needing to use the bank and bank card machines was just a bit over-whelming. Not being able to use my landline phone because it is U-verse Voice, which I was unaware of when signing up for it. I was not told that that would change when I went from just U-verse to U-verse Voice.	8/7/2014 8:41 AM
300	My husband is an artist and he also would have lost ability to work online, and contact clients. He is currently working on a contract with the city of San Francisco and would have lost ability to make phone calls and keep up email correspondence, which he has been doing frequently over the past few months.	8/7/2014 8:40 AM
301	For our business...unable to respond to orders for our products. Unable to order needed raw materials for our products	8/7/2014 8:36 AM
302	Could not view orders or even see if anyone has a request to respond to, could not access business website for maintenance	8/7/2014 8:35 AM
303	Mainly no alarm on our home and no camera to check so home was left unsecured	8/7/2014 8:34 AM
304	Difficult for hospital to reach me in an emergency	8/7/2014 8:28 AM
305	Lost revenue was potentially around \$1,000. Now I will have to make up the missed time by working evenings and weekends. I missed an ad deadline not knowing whether I could get the client's ad to the publication, which is out of the area. And, I had client emergencies during the outage that I was unable to respond to. This represents a loss of good will for my business, which is not quantifiable.	8/7/2014 8:23 AM

Broadband Outages in Mendocino County during the Week of August 4, 2014

SurveyMonkey

306	The Impact, on the whole to our communities; our businesses and emergency services was really devastating to commerce and personal safety. The computer world depends on the best service to customers and having an alternative and better broadband service is imperative to our small communities that are so far from large urban areas. Most of my neighbors lost their services...I am fortunate to have not.	8/7/2014 8:12 AM
307	I was unsure whether the area was safe where I live; ie, air quality, nearby spot fires, etc.	8/7/2014 8:09 AM
308	Loss of internet resulted in loss sales. Could not attend online auctions to replenish inventory	8/7/2014 7:59 AM
309	Selling my truck \$3700. Loss of business \$250.	8/7/2014 7:57 AM
310	Got behind on work & lost connections Most likely list 2-300\$\$ income. Not too terrible , but more than I can afford atm.	8/7/2014 7:43 AM
311	The local bank was out of commission. The grocery stores only accepted cash. The post office employees took 5+ minutes to weigh a package & took only cash.	8/7/2014 7:15 AM
312	We missed several client appointments.	8/7/2014 7:14 AM
313	I keep track of my water system on line and could no longer see what was happening with water levels and operating conditions.	8/7/2014 6:59 AM
314	I was on deadline to produce a video for my job and was unable to reach my boss to let them know. A website launch was delayed. The dollar amount list could be in the thousands	8/7/2014 6:58 AM
315	Dollar revenue would be difficult to estimate but it put me seriously behind on several projects.	8/7/2014 6:57 AM
316	It is critical that I have access to the financial markets. I was unable to place trades in client accounts or check on the status of accounts.	8/7/2014 6:34 AM
317	I listed it above.	8/7/2014 6:02 AM
318	We could not contact by phone or email many of our clients for scheduling of installations and appointments or sales meetings	8/7/2014 5:17 AM
319	Breathing difficulties... No one to reach regarding health issues and no one contacted me due to wireless and internet issues.	8/7/2014 1:11 AM
320	Had p package with plants to ship...Had to drive to pbilo to Mail	8/7/2014 12:49 AM
321	see my response in #5. i estimate a loss of income of about \$200	8/6/2014 11:45 PM
322	I was unable to deposit checks into my Bank of America account (the local branch has closed, and I now use my smartphone to make deposits). I had to delay paying bills that I normally pay using online banking. Customers who tried to contact me by email did not receive a timely response. I was unable to research sources online and place orders online, so I may have overpaid for my purchases. I spent about an hour trying to get information from AT&T about the outage and when to expect service to resume.	8/6/2014 10:42 PM
323	It makes us realize how vulnerable we are that disabling the cables of one company can have such an impact.	8/6/2014 10:32 PM
324	I lost two days of work. This amounted to \$400-500. I had to contact one of my fellow consultants by phone and have her contact the rest of our team and our employer to let everyone know that I was down...with no hint as to when I would have internet service again. Our assignments have a definite return time which put a strain on the rest of this 5-man team.	8/6/2014 10:08 PM
325	My husband supports us by working from home as a software designer. He was unable to communicate with his employer and co-workers in San Francisco and to work cooperatively with them. I had a dental emergency and had to drive a half hour and hope my dentist could fit me in since I could not call and check.	8/6/2014 10:04 PM
326	██████ totally functions with internet and cell phone.. We could not communicate at all with clients our potential clients. We lost at least \$600 over the two days.	8/6/2014 9:42 PM
327	I also work from home, and if I had been working on a project at the time of the outage, it would have greatly impacted my work in a negative way; I work for publishers, on deadline, and losing two days can impact the printing date of a book, which impacts the release date and many other key deadlines.	8/6/2014 9:39 PM
328	am considering internet satellite service but that would only partially solve the problem. am considering moving away now with both communication and health services in doubt.	8/6/2014 9:34 PM

329	Lost more than 50% of work hours the two business days effected, primarily due to work that couldn't be done without internet access, time spent "commuting" to borrow access through a working Hughes Satellite connection, and slower access due to Satellite's lower speed	8/6/2014 9:30 PM
330	I was not able to check & process clients' orders. The delay put them at risk.	8/6/2014 9:19 PM
331	several parishioners needing urgent assistance were unable to reach the help they needed	8/6/2014 9:15 PM
332	I was engaged in a design project for a client in San Diego when the outage occurred and for 46 hours I was not able to communicate with them via email, or via phone or cell at home. I had to drive north from Mendocino toward Fort Bragg on Monday in hopes of finding a connection for my cell phone, which I did find in the parking lot of College of the Redwoods. I reported the outage to my client and fortunately, they were able to delay their printing schedule.	8/6/2014 9:14 PM
333	This was the day of the grand kick off...the first in-person opportunity for local folks to access community college services from our new partner institution. We had a great turnout, but everything we planned to do relied upon an internet connection. We were unable to input admissions applications, register students in classes, accept payments, do placement testing, or look-up previous college transcripts. The whole day could have wasted the time of 8 public employees who had traveled 65 miles each way to be of assistance. We persevered and made the best of the situation, but an additional in-person meeting will be required at the same expense to the public.	8/6/2014 8:54 PM
334	Unable to make connection with radio interview guest in Laytonville about Lodge Lightening complex fire and a community meeting scheduled that day.	8/6/2014 8:53 PM
335	It is only "dumb luck" which prevented deaths resulting from unreported accidents on back roads,...sudden heart attacks or serious accidents in homes,...fast growing fires in concealed areas,...un-reportable home invasions....drownings on any of a dozen different beaches....& on & on!! How would AT&T like that liability??!! I would consider them to be incredibly exposed even now! One might even make a case for CRIMINAL LIABILITY if something HAD happened since the fragility of the system was KNOWN & obviously accepted by the company!! The relationship of a tragedy to the outage would be SIMPLE to prove!! Enlightened self-interest should make them WANT to strengthen & improve the system with OBVIOUSLY ESSENTIAL REDUNDANCY!!!	8/6/2014 8:39 PM
336	As a mother I couldn't wire money to my daughter in NYC because PAYPAL was not available to me. As a friend I didn't get the message there was a memorial service for my friends mom in Santa Rosa.	8/6/2014 8:37 PM
337	During our summer camp program we receive calls from parents about their children, and we make calls to parents as well. We were unable to do so during the outage. We were also unable to contact anyone regarding facility rentals or complete our arrangements for the [REDACTED] set up.	8/6/2014 8:33 PM
338	Almost all of my news and entertainment and much interpersonal communication is provided by the internet -- I don't have a TV.	8/6/2014 8:26 PM
339	I am contracted with two clients for projects due by Friday August 8. I was not able to contact one of them to inform them of the situation. I wasn't able to work on either of the jobs because the work required internet access. Normally I would use my wireless phone to access the internet if my Comcast cable was out but my cell phone did not work either. As a consequence I am seriously late in meeting my commitments to these clients and am in danger of losing their business. This could be catastrophic for me as I rely on this work for my livelihood. Even after my internet service came back on, for most of Wednesday August 6, my internet connection was so slow that I was not able to access information I needed for my work. Finally, late this afternoon the problem was fixed. This situation has been more than inconvenient for me. I cannot possibly make my deadlines now. It has jeopardized my business and could result in financial hardship.	8/6/2014 8:23 PM
340	I had no cell phone service. I am involved in a law suit and was unable to communicate with my attorney in a timely manner.	8/6/2014 8:17 PM
341	It made us very anxious and confused.	8/6/2014 8:15 PM
342	potential loss of typically 0.5 to 2 jobs a week amounting to +/- \$150 per job.	8/6/2014 8:04 PM
343	Many people's phones were out and we were unable to reach patients. The Fax machine was out.	8/6/2014 8:04 PM
344	unable to upgrade site due to MCN's isolation for 1.5 days	8/6/2014 8:02 PM
345	We were unable to take credit or debit card payments all day Monday Aug. 4. Our business point of sale system relies on internet connection via MCN Fusion. We could not make or receive phone calls, also MCN Fusion.	8/6/2014 7:56 PM
346	Mainly impacted as inability to communicate with customers, set up showings, work with vendors etc. Phone scratchy and often impacted calls. ATT Voicemail down. Calls dropped or scratchy. Voicemails not working and would keep ringing. Circuits regularly busy. Once routed to wrong number.	8/6/2014 7:56 PM

347	see above	8/6/2014 7:54 PM
348	hampered communication with customers and general contractor	8/6/2014 7:53 PM
349	i tried to call about an appointment, and could not reach them. i tried to call about purchasing items, and could not reach them.	8/6/2014 7:49 PM
350	It was an inconvenience, fortunately. However, I often have very high profile webinars with potentially hundreds of attendees. An outage then would have been devastating. In the case of funding webinars, there are sometimes tens of thousands at stake.	8/6/2014 7:48 PM
351	We could not sell to credit card customers. We had no WiFi for our customers, we did not receive our internet orders and failed to fill them. We had no phone for nearly two days and could not tske phone orders. We rent computers for customers and lost hours of rental time. My rough estimate is 500.00 lost. Unfortunately, I am unable to determine a monetary equivalent in lost good will caused by this outage.	8/6/2014 7:48 PM
352	Not being able to provide remote support services for clients	8/6/2014 7:46 PM

Q8 Are there any other comments you would like to add?

Answered: 365 Skipped: 376

#	Responses	Date
1	It could have been a big problem if we had needed to call for an emergency.	9/5/2014 8:03 PM
2	Please bring broadband to the coast and areas that do not have internet service. And at a reasonable cost.	9/4/2014 3:38 PM
3	KMUD RADIO was an incredible source of information for all of those who accessed it. My friend who was out of communication otherwise was able to get fire and meeting information from kmud.	9/4/2014 2:29 PM
4	Although I did not lose land-line or cell service, my dad did. We use US Cellular.	9/2/2014 10:03 AM
5	I'm only connecting dots well after the literal event, from the info I can piece together from news about the situation	8/30/2014 1:25 PM
6	There is no maintenance of the ATT cable right of way. Trees fall on the line and branches rub against it. ATT needs to be forced by the county to keep all trees at least ten feet from its line. Instead, Att routed the lines through branches	8/29/2014 4:00 PM
7	This system needs to be updated. What if this had been a real emergency.	8/29/2014 11:41 AM
8	I cannot understand how, in this day and age of so many technological advances, this complete and utter breakdown of all wireless communication happened. it is totally unacceptable.	8/29/2014 10:42 AM
9	The Mendocino Coast is a economically depressed area in the best of circumstances. I sometimes feel that we are no better off than some third world countries.	8/28/2014 7:59 PM
10	I called to report my outage and I was given several times when I could expect my service to be restored, most of them were optimistic and unrealistic. I asked for a refund on my bill and was given a run-around - no assurance the days not receiving service would result in a 'credit' to my account.	8/27/2014 1:17 PM
11	Yes, AT&T should be made to pay a fine for its short-sighted policies and jepordisizing the health, safety and communications abilities to thousands of people resulting in lost business. The PUC needs to require them to make an alternate path available, as well as maintaining the microwave, and a switch over to copper for 911 services at least. One good earthquake and we will be out for days if not weeks.	8/26/2014 11:28 AM
12	I hope the Broadband Alliance will consider pushing the cell companies to provide wider coverage with 4G throughout the county, and to expand their data plans so they are not so restrictive. Where I live no DSL or 4G is available (Verizon does have 4G in Laytonville, but US Cellular does not.). Phone companies don't wish to maintain copper infrastructure any longer. I finally gave up my home hardline as I was getting more consistent service on my cell, with outages on my hardline for up to 2 weeks at a time. Also when you try to run a household on limited data plans offered by the cellular companies it is costly and difficult to stay within your data limits. Thanks	8/25/2014 4:09 PM
13	We need a back up service	8/25/2014 12:29 PM
14	Accidents happen, but the lack of news/updates by our local radio station left us blundering and not sure what was happening, or when it might be fixed. It was not good for our safety, or peace of mind.	8/24/2014 2:05 PM
15	The Mendocino area definitely needs a stronger and better and more secure internet service.	8/23/2014 10:59 AM
16	Because I couldn't call or send e-mail, I had to drive to the clients and consultants to drop off paper copies for review, or deliver electronic files on a flash drive. This was time consuming with and caused a number of non-billable hours. I work for myself, therefore if I don't have billable hours I don't get	8/21/2014 4:21 PM
17	I don't mind being unable to function when everything has been done to protect us from these kinds of events but to not be able to respond to my basic job needs because our community is a low priority for a big business doesn't feel right. We deserve the same high quality service as a big city, we pay the same rates.	8/20/2014 7:51 PM
18	My telephone is a land line and the credit card processing is done over the land line and was not affected.	8/20/2014 7:36 PM
19	I am very concerned that I had no emergency phone line.	8/20/2014 7:34 PM

Broadband Outages in Mendocino County during the Week of August 4, 2014

SurveyMonkey

20	It would seem detrimental to put all of your faith in one means of access to this part of the coast's internet connectivity.	8/20/2014 12:46 PM
21	it was a crippling experience. Amazing how we become so dependent on internet and cell phone in our lives. But the ability to not be able to call 911 or loved ones, was an awful experience. They could not call me either. Being an able to access anything on the internet either, for example no Skype calls. It was a difficult and exasperating ordeal.	8/20/2014 12:24 PM
22	It is ridiculous that one pole carries the livelihood of at least 7000 people. We need a better system.	8/20/2014 7:57 AM
23	Comcast provided a \$30.00 one time credit, but I am still paying more money for more services than I can access due to lack of Docsis 3 higher speed modem.	8/20/2014 7:46 AM
24	A redundant (backup) fiber link to the coastal community is required (along Skunk Train R-O-W?).	8/19/2014 1:56 PM
25	Everyone should have a land line for emergency purposes,ie electrical outages!	8/19/2014 7:25 AM
26	For many (older) people I think 911 is considered a luxury. Many people, including myself, have, earlier in their lives, lived in more remote areas without phone service. But there are fewer and fewer of us all the time.	8/18/2014 8:22 PM
27	I think it is discusting the government has allowed the providers to put us in a postion of extortion from the provitors for service.	8/18/2014 2:17 PM
28	There should be a backup plan in place. Not having 911 available is unacceptable. I live with a life threatening chronic illness and access to medical care is of primary importance.	8/18/2014 1:18 PM
29	ATT service was lacking. Local service rep was great, but ATT backoffice made numerous errors getting service scheduled.	8/18/2014 11:07 AM
30	The only way I was aware there was a problem was that a friend in the affected area phoned me to say she was unable to send the documents I needed by email due to the outage.	8/17/2014 7:33 PM
31	Needed to listen t over-the-air radio to get updates on repair status.(KZYX)	8/17/2014 6:27 PM
32	Given that land lines are slated to be ended within several years, we need broadband for communication. The big providers keep saying our rural area is covered when we know it isn't. While our household could afford to put in a line, most are not...once land lines are pulled as AT&T states will happen in a few years, we won't be able to get emergency services if the internet goes down.	8/17/2014 4:54 PM
33	Living alone, being elderly and disabled, I felt totally cut off from the world and helpless if there had been any kind of emergency.	8/17/2014 3:39 PM
34	The FCC on the broadband.gov states that in strategic planning process actions should include educating the community about the potential benefits of broadband service and creating partnerships among community organizations and institutions that might benefit from broadband deployment. What are we doing to educate the community on the essential need of Broadband for Mendocino County?	8/17/2014 12:59 PM
35	We lost business during this time and could not even notify our customers we had a problem	8/17/2014 11:02 AM
36	We believe it is extremely important that an additional fiber optic line be installed either over Hwy. 20 or 128 as backup so that if anything like this ever happens again we will be prepared and less drastically affected.	8/17/2014 9:48 AM
37	I t would have been nice to been notified in some way.	8/17/2014 9:36 AM
38	I was out of pocket for at least \$250, mileage, meals, and hotel. Also, Comcast is terrible at communicating with customers..all done by push button robots and then no follow up or explanation.	8/17/2014 8:44 AM
39	This is another reason that Comcast should not merge with Time Warner which would create an even larger monopoly.	8/17/2014 8:13 AM
40	the time to troubleshoot and dispatch was too long. ATT remote testing was pathetic. If the ATT cable was the right height over the road this never would have happened. Maybe they will respond better when the public calls in a low cable.	8/17/2014 7:49 AM
41	Don't understand why cell phone calls and emails that were sent during the outage didn't stack up and be sent when the systems returned.	8/16/2014 4:26 PM
42	Verizon cell service had been our 'backup' to MCN Fusion. With the loss of both, one family member had to leave the area to be able to work, as the normal telecommute was not feasible.	8/16/2014 10:50 AM

43	Updates on the radio were helpful though the estimates of when our connections would be restored were unreliable. It would have helped if a location had been set up and publicized where anyone could go to get online via wifi. I read in the paper later that the FB Library and FB McDonald's had wifi which would have significantly helped me to know on the Monday of the outage.	8/16/2014 10:30 AM
44	Please work with the group that is trying to get high Speed Internet to rural area which Mendocino county is, The current providers available are terrible and AT&T is by far the worst, you never get a complete answer and they want to charge you for everything because it's never their problems, you have to prove to them the problem,	8/16/2014 7:23 AM
45	If I did not have hard wired phones, POS Terminals and back up dial up in my computer I would have been toast. That is our only back up - thankfully. There is no way I would get anything fiber optic after this! This time we did not loose any money that we know of. However in the future we may still find double bookings, which will cause other problems including loss of revenue....	8/15/2014 11:00 PM
46	No	8/15/2014 5:38 PM
47	We did not know that we were so vulnerable to an outage like this.	8/15/2014 5:01 PM
48	It wasn't so bad.	8/15/2014 3:13 PM
49	AT & T land-line service has proven to be unreliable over the last 10 years or more. Company techs tell me that AT & T refuses to replace deteriorating cable in the south coast area. Also we are in a cellphone "dead zone," and reliable, high-speed, high capacity internet is not available at all in our area. Fiber optic cable would allow both reliable land-line and high-speed internet to exist in out area.	8/15/2014 2:21 PM
50	We don't want to pay more for more secure service.	8/15/2014 12:11 PM
51	Why are fiber cables above ground?	8/15/2014 11:16 AM
52	I think there should have been a second tower or something for back up that would have prevented this all.	8/15/2014 11:08 AM
53	Our property and business are located inland on Hwy 128 at mile marker [REDACTED] While the fiber optic cable runs along the highway in front of our property, we do not have cable hook-up. We have always wondered what it would take to get access to cable, since our satellite connection through Hughes is not sufficient to meet the needs of our business. I would like to be kept informed by the Broadband Alliance about options for cable access. Many of our Yorkville neighbors would also be interested.	8/15/2014 10:57 AM
54	It is quite scary to think that a so many lives and jobs are wrapped up in technology that can be so easily wiped out. From a visitor standpoint I imagine a lot of tourists were upset by the outage. The thought that there aren't any pay phones around anymore is concerning.	8/15/2014 9:44 AM
55	How is the driver of the truck? I've heard about how people were inconvenienced, but I've not heard if the driver survived. He is the most important concern.	8/15/2014 9:36 AM
56	This also impacted our other consulting business when we could not communicate with clients in the Ft Bragg Mendocino area.	8/15/2014 9:19 AM
57	There should be a backup plan for such an outage. I was surprised that there was no plan.	8/15/2014 9:06 AM
58	Our business cannot survive without communications services.	8/15/2014 8:33 AM
59	You might be interested to know that we live at [REDACTED], and neither the computer or telephone service was affected, which seemed strange to us and might give you more information	8/15/2014 7:32 AM
60	It was unacceptable to be out of so much communication for that long of a period.	8/15/2014 7:10 AM
61	There needs to be some type of redundancy or back up built in. For example, What did banks and groceries do in the past? Before fiber and why wasn't that system still in place as a fallback. Too many people/things are dependent on this latest technology which is fragile at best as witnessed by the outage. Something should be inplace to take up the slack. After all this was the main purpose of the Internet in the first place, to provide robust redundancy to communications.	8/15/2014 5:06 AM
62	I was able to access cell voice service on Verizon Wireless, and very slow (1x) data service in Mendocino. A friend who also has Verizon service was not able to use her phone from the same location at the same time. Our AT&T landline was not affected by this outage.	8/14/2014 8:55 PM
63	Information on what happened and when it would be fixed was sparse at best. It was impossible to know if this outage would last a day or week or month.	8/14/2014 8:53 PM
64	Don't sign up for fusion.	8/14/2014 6:56 PM

65	<p>The recent internet and cell outage, localized as it was, was not only inconvenient and expensive but even dangerous for individuals and this entire community. The current US policy of calculating network facilities based on AVERAGE use is a mistake we can no longer afford. The internet is now a matter of national economy and security, not a toy or optional amusement service. Local AND national networks need to be expanded and coordinated to carry MAXIMUM load (i.e. ALL devices online at once), as would be the case during a local, national, or global emergency. If you need to invest in an expanded FiOS network to meet this service parameter, DO IT! Furthermore, all emergency services like fire, police, and medical now dispatch based on cell signal, GPS, and computer access. Airport traffic, air traffic control towers, and the planes themselves all depend on computerized instrumentation. Banks, financial institutions of all kinds, online vendors, the US Postal Service, shipping and tracking services, and physical paypoints all depend on the internet. Having a local internet outage for three days caused all those services to grind to a halt. An internet network too small and unstable to handle maximum load (PLUS overage allowing for physical damages like our recent tower) critically impacts all these services. We cannot afford this either as a community or a nation. Reliance upon the internet has increased rapidly to the point where it is as essential a social service as water and electricity. For example, medical records will soon be digitized in most states. Life-saving, time-critical data such as medical, surgical, transplant, and epidemiological information all rely on a working internet. The importance of an expanded, protected, and guaranteed national internet cannot be overemphasized. I urge you to take whatever technical and logistical steps are necessary to make this happen - starting locally right here in Fort Bragg. [REDACTED]</p>	8/14/2014 5:08 PM
66	there has been fibr optic cable hanging in front of My house for over a decade, and never been used. Maybe timproving our infrastructure would not be as difficult as it seems	8/14/2014 4:11 PM
67	It is sincerely hoped that a backup system for the fiber optic cable can be affected without delay. Fiber is the way to go and not a wireless system. Better speed and no adverse impacts on citizens who are hypersensitive to electronic radiation from wireless systems.	8/14/2014 1:25 PM
68	Someone tell me what I can do to help bring reliable, fast internet to Mendocino!!!	8/14/2014 11:15 AM
69	Nope	8/14/2014 10:40 AM
70	The fact that almost all hard line pay phones have been removed from our county prevented any type of back-up. Until we have redundancy, I am hopingthat the phone company(ies) can re-install pay phone at all fire stations.	8/14/2014 8:53 AM
71	Lack of communication about the entire outage and Estimate on recovery seemed like it was not a concern for those working on the problem. Why is that? The service providers have shown they do not care about the needs of their customers .. and have not been forthcoming in meeting our needs for info, estimates and exposure from the outage. We have to call to have our bill correctly credited for the outage, why is that? It happened to all of us and it was out for all of us pretty much the same amount cuz we all came back up at the same time too.	8/13/2014 9:40 PM
72	It seems odd that there was no contingency plan . So much relies on This one line and this area is well known for a variety of service losses.	8/13/2014 4:54 PM
73	[REDACTED]	8/13/2014 4:21 AM
74	This was a major inconvenience on many levels. I also had to cancel a physical therapy appointment because my son's preschool was closed and I had no childcare.	8/12/2014 9:15 PM
75	It is dangerous & just wrong to have critical services so vulnerable to a damage at a single point in a long cable. Providers must be required to, in some way, be able to reroute service when there is a problem.	8/12/2014 7:08 PM
76	We are too addicted to the internet and cell phones. It was an interesting wake-up call.	8/12/2014 5:54 PM
77	[REDACTED]	8/12/2014 2:23 PM
78	This outage proved to me to be prepared with cash on hand, and not to wait to the last minute to buy something ie birthday gift, ECT. I was staying on the coast in an RV park on vacation FOR A COUPLE OF WEEKS.	8/12/2014 2:08 PM
79	Several of my patients live alone in the mountains with only cell phones. Some are disabled, unable to drive. They were unable to get ANY info re how near the fire was, if they were going to need to evacuate. Several have respiratory illnesses. They were unable to call Home Health and Hospice to ask for help.	8/12/2014 1:06 PM
80	Community based mesh networks have been successful in various parts of the states and the world. Foliage in our area can be difficult not but impossible to overcome with the right equipment/deployment. Deployment costs can be a fraction of the more traditional setups. Integrate something such as http://tidepools.co/ to keep it local. More info at: http://oti.newamerica.net/blogposts/2013/case_study_red_hook_initiative_wifi_tidepools-78575	8/12/2014 12:58 PM
81	With no availability of broadband at my location we are at a great disadvantage if we want to sell our house, we feel that our property taxes should be much less than those close by who have broadband.	8/12/2014 9:47 AM

82	Internet and local calling who cares, but how can 911 services not be available. Totally unacceptable in this age of technology!	8/12/2014 7:42 AM
83	It is frustrating as a coastal resident to think that the companies that charge us a lot of money per month do not have any back up plan! As a coastal resident and business owner I have learned that we must have backups for the services and products we offer as well as simple things at home like an extra bag of dog food and a few extra staples in the pantry! That all cost money but that's how we plan for our lives on the coast. My question is why aren't the companies that offer these services held to some kind of responsibility of having a back up or alternate line. The other thing that chaps my hide is that there was so much time spent arguing about who's responsibility it was to repair that it took way longer than it should have!!! My understanding is that the county would not let Comcast put the line underground so there it is over a road again just waiting for another who knows what to damage it! Has anyone thought of contacting the county and reminding them that the loss of sales on the coast also means loss of tax dollars! We must stop seeing ourselves as individuals all alone out here and we must work to creating infrastructure for our community that is reliable. Many of our residents scrape by with multiple jobs and simple ways of life so basic infrastructure is essential!	8/12/2014 6:54 AM
84	I hope the silver lining of the incident is better broadband coverage for our entire county. Please use the data to promote diversified broadband sources. Also, we had always heard that the fiber optic cable that goes through Comptche was underground. Apparently that is not true if a truck can run into a pole and damage the cable. Thank you very much for doing the survey!	8/11/2014 7:02 PM
85	These critical cables ought to bloody well be underground, not hanging on posts that can be knocked over or burned up. Increasingly, our daily lives are dependent on connectivity and the coast is already handicapped by inadequate broadband and cellphone coverage. Losing it entirely shouldn't happen. "There ought be a law!" Or at the very least, a law suit. This sort of break in service is unacceptable in the 21st century.	8/11/2014 5:25 PM
86	We pay our bills to ATT and feel that they should reimburse our business for causing us loss of business.	8/11/2014 2:30 PM
87	They did a great job of restoring our communications on the coast.	8/11/2014 2:01 PM
88	All residents impacted went into panic mode and stayed that way throughout the ordeal.	8/11/2014 1:50 PM
89	I will be billed the same charges as if there were no problem. Very frustrating.	8/11/2014 1:43 PM
90	I spoke with the line-men who repair the broken fiber optics, and the told me that the system would be back on-line in five hours. I actually took 28 hours before service was restored.	8/11/2014 12:59 PM
91	AT&T should have an alternate or back up system in place that does not exist in a similar location to the primary system. Emergency services were down for much of our community. Aside from the loss of sales and productivity, minor by comparison, this could result in unnecessary loss of life or more significant repercussions than necessary in the case of injury. As we are very remote and isolated, we are greatly impacted by the loss of such basic and necessary services.	8/11/2014 12:38 PM
92	Its time our coastal residents realize we are no longer in a world of manual - old fashion living. We are all connected to technology one way or another, UPS, US mail, banking, etc. We need to update our area with cell towers (disguised them like northern Calif and Oregon does) they need high speed internet with ways to cut over and reroute when there is a need (there is high speed internet ie. fiber optics right outside my home but I have no access to it because our equipment on the poles is so old we can't utilize the service). We all could be in a situation of earthquake, tsunami, natural disaster that might happen and because of lack of connections we all could be without telecommunications, emergency services, contact to our loved ones, etc.. I worked for the phone company for 30 years, the 9-11 bombings tied up phone lines and wireless lines for hours we had no way of connecting anyone and our only option was to tell the customers to keep trying their phones. There is nothing worse than needing help or to contact loved ones and you can't call out, land lines, internet and cell needs updated. We need to relook at what our community needs to keep ourselves safe and able to communicate. Nature and the natural look is wonderful, but safety and available communication is much more important in the long run. We can have nature and the natural look and still have communications available we need to look at other towns and cities along the pacific coast. This goes for our utility service as well. Its not if its when we have a disaster and we need to be prepared!	8/11/2014 11:20 AM
93	It's surprising there isn't any redudancy in the system. But I know AT&T's current business model from the inside and they do not spend money on infrastructure, only new customer marketing. All maintenance is deferred.	8/11/2014 11:08 AM
94	My understanding is this happened because AT &T never completed the other half of the loop coming in from the north of Fort Bragg that would have prevented this.	8/11/2014 10:11 AM
95	I could not respond to pending questions which caused distress and possible opportunity lost.	8/11/2014 9:45 AM
96	surprised that one little accident can damage ALL networks, which is very concerning.	8/11/2014 8:42 AM

97	We never knew what the status of the outage . Some formal communication would have been nice.	8/11/2014 7:35 AM
98	It was pretty much a mess for at least three days. Intermittently working internet - phones on and off...	8/10/2014 8:47 PM
99	Single points of failure are unacceptable. 3rd world countries are more robustly connected than Mendocino County.	8/10/2014 7:29 PM
100	Poor network planning, there should have been some type of contingency plan, at least for basic communications.	8/10/2014 2:25 PM
101	It is hard to believe that such a standstill could occur and the cost to our tourist business was affected.	8/10/2014 1:38 PM
102	No	8/10/2014 9:06 AM
103	It is too bad the communitiee has become so dependent on the internet. A rural place that was built with strong hands now can't make it 2 days without their lattes and email. Wouldn't the founders of out county be proud.	8/10/2014 8:15 AM
104	There needs to be an alternate plan for emergency services	8/9/2014 9:55 PM
105	Unbelievable that such a small accident could down the whole north coast! Lucky for us, we had cash on hand for supplies needed, such as gasoline!	8/9/2014 8:47 PM
106	Our business was able to get through the outage and our office activities returned to normal very quickly. However the unhappy guests may have caused a loss of future business not only for us, but for the Mendocino Coast. We cannot estimate the loss of revenue should one unhappy guest post a negative review online.	8/9/2014 8:17 PM
107	One truck downed three communication services. Does anyone understand 'precautionary principal'?	8/9/2014 7:17 PM
108	no back up plan? Two days to restore services. NO way to contact police , fire, ambulance. This is scary!!	8/9/2014 4:51 PM
109	The network is not sufficiently robust unless redundancy is built in to it.	8/9/2014 12:57 PM
110	I have combined my personal and business information here. I was fortunate to have US Cellular as my cell phone provider so I was able to communicate with most family out of town, although I had some messages that failed to send - could be due to excessive traffic on the networks that were still connected. I know others who were not so fortunate and had no cell or land line service. If we are going to continue to increase our reliance on web-based services and basic operating protocols then we need to work on creating infrastructure that is reliable and as impervious as possible to the vagaries of the uncontrollable.	8/9/2014 11:57 AM
111	This should be a serious wake-up call to all of our law-makers that the internet is indeed a public utility and needs to be regulated like one. Our business and our customers were inconvenienced but others in our area were unable to make 911 calls for emergency services. If our first responders are using these data streams for emergency communication, it's time for regulation at the federal level. FCC, are you listening?	8/9/2014 11:37 AM
112	It's shocking in this day and age that such a minor incident could result in a near total internet outage, that isolated us from the rest of the world. Citizens milling around asking strangers if they had any information. No response from city or county leaders and no emergency plan to deal with crisis.	8/9/2014 11:34 AM
113	It is so easy to take things for granted....advance planning can go a long way....not every thing can be controled by humans.	8/9/2014 11:10 AM
114	Basic connecting with news updates, condition of sick, hospice care, people & their needs was not possible. Established networks were halted. Daily routine completely altered.	8/9/2014 10:55 AM
115	I hope this opens up a huge discussion about what an emergency on the coast would look like. Considering that the "only" thing that happened was internet service being cut off, imagine a calamity that resulted in people being injured or needing emergency services on top of it. THAT IS TERRIFYING!	8/9/2014 10:32 AM
116	Since KMUD is so good, at least for us here in Laytonville area, it should be supported in all ways. Since so much of internet-available local news comes initially from print media, it looks like we've got to transfer media gathering activities over to other sources, such as KMUD. All local-regional print media is basically "ad rags" now.	8/9/2014 10:19 AM
117	It would be nice if people bills were prorated. It would also be nice if you had insurance in place to reimburse those who lost money by nit being able to run credit cards	8/9/2014 9:05 AM
118	I am shocked that there is no alternative access to the cost for data and that all the different service providers us a common cable. The whole purpose of the design of the internet is to be able to provide continual uninterrupted service in the face of failures of the network. It is unacceptable that there is not backup (even with lower bandwidth) available.	8/9/2014 8:44 AM
119	We as a business rely on the internet for our business operations	8/9/2014 8:33 AM

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120	Truly, in our area, all transmission lines, including electric should be underground.	8/9/2014 8:12 AM
121	No.	8/9/2014 7:36 AM
122	A secure high-speed internet access is essential for attracting remote workers -- a rapidly increasing segment of the economy -- to relocate along the coast. And by the way, my AT&T landline worked during the outage.	8/9/2014 7:34 AM
123	The coast is in need of reliable BROADBAND service ASAP!!! NO doubt about it. It should be obvious and already in the plans. There is no future growth without available access to internet service at all times.	8/9/2014 3:00 AM
124	Please place this significant communication lines and emergency resource underground and out of harms way from vehicle damage, storm and downed tree impacts, and vandalism.	8/9/2014 12:55 AM
125	I personally loved it. There was a peaceful stillness in the air that I had disremembered. I hope the libraries and Indi book sellers were busier even than the video stores. I caught a few people just standing around chatting. Others looking at and listening to their children. I realize it was a financial ruin for the mom n pops on the coast, and hope the folks hung around long enough to put four days of shopping on their cards in one glorious day. Blessings to all who suffered in any way.	8/8/2014 10:39 PM
126	It didn't bother me that the internet was down... but it was terrifying as a caregiver to not have access to my caregivees and in some cases, my caregivees doctors or to 911 service.	8/8/2014 10:37 PM
127	we are very internet dependent!	8/8/2014 10:06 PM
128	It is very scary that the entire coast relies on line to connect to the world. This should not be the case and seems like, in today's world, an easy fix. Thanks for doing the survey!	8/8/2014 10:01 PM
129	Now a days there is no life without the Internet.	8/8/2014 9:52 PM
130	Our ISP and TV provider, Comcast, made no attempt to contact us by other available means (landline telephone worked at our house during the service outage). We still have received no acknowledgement, explanation or apology from Comcast as of August 8, today.	8/8/2014 9:05 PM
131	Couldn't even contact family to let them know no service. They were worried	8/8/2014 8:35 PM
132	We did not close our doors because working parents are dependent on the Center's programs for support, but . . . We are a State licensed childcare center and this was not a safe situation for families or staff.	8/8/2014 8:32 PM
133	I think this is a wake up call for the Coast and there needs to be a plan in case there is a major emergency such as an earthquake which could take out towers, lines, etc.	8/8/2014 8:02 PM
134	We need a back up system. Sage Statham was on the air on the Skunk, he said they were trying to develop a back up system called "the Golden Bear" and it was dropped due to funding. But with the right grants and fundraising, this is much needed.	8/8/2014 7:38 PM
135	no	8/8/2014 7:26 PM
136	Back in the late 90's AT&T had an agreement to bring fiber along the route of the Skunk Train - they let it go after paying over \$1M just for the license agreement. They should reconsider a redundant line across the Skunk line again.	8/8/2014 7:11 PM
137	The fact that 911 service was not available seems pretty serious.	8/8/2014 7:08 PM
138	This sucks	8/8/2014 7:04 PM
139	This sucks	8/8/2014 7:04 PM
140	All of my work, both new assignments and the issuance of completed work is dependent upon internet access. No internet = no work and no income.	8/8/2014 6:57 PM
141	I am anxious about continuing with MCN Fusion.	8/8/2014 6:47 PM
142	Why is there only one fiber link connecting a very large area of the Mendocino coast. This outage should have had at least one additional link to the rest of the Internet. A single point of failure for an area of this size is unacceptable. That is not the way that the Internet is supposed to be designed. There should be a fiber link that connects to a backbone node from the south and one that connects to another backbone node to the north as well as the one tiny fiber that carries all of the telephone and data for all of the northern coast of Mendocino. That way when one link fails the traffic can be rerouted through the two remaining links.	8/8/2014 5:27 PM
143	One does not realize how much they depend on their constant phone service until it is disrupted.	8/8/2014 5:25 PM

144	The coast should have a second trunk for service on the coast.	8/8/2014 4:51 PM
145	We would appreciate your help in insuring that reliable cell phone/emergency communication is available, with backup, at all times.	8/8/2014 4:39 PM
146	I went and looked at the sorry job the techs did with the downed wire on Monday night - basic phone cables sitting on the ground, in front of non-op vehicles, strung through trees and hung with yellow rope to trees. It is a GOOD thing that nobody decided to tamper with the wiring while we all waited for replacement fiber to be installed!	8/8/2014 4:37 PM
147	Big deal, if you cannot live a few days without internet you have no life.	8/8/2014 3:42 PM
148	I was amazed to find out that all three major communications avenues were taken out with a single action. For our 911 service to be in this situation without a fallback route is inexcusable on the part of our phone system providers. The fact that they have actively blocked our local efforts to provide a fallback route is unforgivable. The PUC needs to either force them to put in the broadband service or stop blocking us from doing it.	8/8/2014 3:23 PM
149	(I did get several drawers and cupboards cleaned out. I reconciled bank statements and credit card statements..... interesting.) The news which was reported was contradictory. I also heard about the inept handling of the situation by AT&T.	8/8/2014 3:19 PM
150	One of the most frustrating parts of the outage is that AT&T did a very poor job in providing information. I put in a trouble ticket with them on Monday morning, and didn't get a single communication from them until Tuesday afternoon. I talked to the radio station (KOZT) and mcn.org to get outage updates.	8/8/2014 2:57 PM
151	It is not right that there is no back up for a situation like this outage.	8/8/2014 2:42 PM
152	I am outraged that ATT, Comcast et al have blocked community attempts to set up "ring" back-up for our phone and internet services and at the same time are not providing adequate back-up themselves. They need to either provide the back up or get out of our way for getting it in place ourselves. I would like to see this investigated by our political representatives.	8/8/2014 1:52 PM
153	It was difficult for the many visitors who could not get cash and who had young children. I was in the village on Monday and talked to several tourists who were really worried. No cash. No gas. No food.	8/8/2014 1:46 PM
154	(a) I expect a credit on the next billing for the days in which there was no phone and internet service. (b) A system that is as vulnerable as this is unacceptable. What would have happened if there were a natural disaster such as an earthquake, wild fire, or other calamity and there were no 911 emergency services. There needs to be a secure connection between larger population centers, e.g., Fort Bragg to Ukiah to Santa Rosa, Sacramento, and San Francisco. This circuitous line from Ukiah to Fort Bragg via Boonville and Comptche seems like Third World planning.	8/8/2014 1:40 PM
155	(Personally, it was fabulous - to have two full days of no phone calls or emails was bliss, but truly, not good for business)	8/8/2014 1:34 PM
156	This needs to be resolved! Lives could depend on it, at any given time.	8/8/2014 1:12 PM
157	Never mind me, it is very disturbing that any citizen would not have ability to dial 911 and receive emergency help - EVEN FOR ONE HOUR.	8/8/2014 1:05 PM
158	Banking was shut down It was very scary and very frustrating to not know if things were okay. This is the time of year we make money via phone reservations and lost thousands of dollars due to this	8/8/2014 12:32 PM
159	Thanks to everyone for working so hard to get the lines back up and running. My husband and I were also concerned about the driver who hit the tree. We hope he or she is okay. No one has mentioned anything about them. We heard it was a truck accident that caused this disruption to service.	8/8/2014 12:28 PM
160	Please don't let it happen again	8/8/2014 12:20 PM
161	Upsetting experience.	8/8/2014 12:08 PM
162	Interruption of 911 is very dangerous and lives could be lost.	8/8/2014 12:03 PM
163	THIS DID NO ONLY IMPACT PEOPLE ON THE COAST!! I feel that we are forgotten here	8/8/2014 12:03 PM
164	There should be some sort of compensation.	8/8/2014 10:43 AM
165	Would like to receive credit on monthly bill.	8/8/2014 10:39 AM

166	I think it is time to make connectivity better in our region, and to have a back up plan for internet outages. These companies are very profitable and yet, they get away with doing as little as possible to enhance services, especially in rural areas which are supposed to be targeted for better services, additional towers etc. So many countries in the world are ahead of the U.S. in connectivity because our companies are more interested in profits than people.	8/8/2014 10:13 AM
167	This is the first time that using a modem has been an advantage. I still want hi speed access.	8/8/2014 10:12 AM
168	We definitely need a backup plan for any future disasters such as earthquakes and fire. Thanks for doing this survey.	8/8/2014 10:01 AM
169	impacted sales on line	8/8/2014 9:59 AM
170	I walked around town and noticed more people smiling, laughing and talking to eachother. There was also a happiness factor that set in as everyone was forced to rest and look at the important things in life.	8/8/2014 9:48 AM
171	It was amazing to me that that much cable can be taken down by such a minor occurrence. It's 2014. Shouldn't the cable be underground? And the communication from AT&T was absolutely awful for their clients and members of the community. They should have someone relay the correct information to the local radio stations to get the word out on what is going on. A lot of people got panicked simply because the information they were getting was wrong or non-existent. AT&T needs to step up with their customer service, it sucks.	8/8/2014 9:43 AM
172	Interesting how dependent we have become on Internet and cell phone	8/8/2014 9:28 AM
173	I never thought about how dependent I am on the internet to conduct business & for research.	8/8/2014 9:11 AM
174	Thank you to all that have helped with this outage. It would be good to have a check list of what could be done before hand if another problem like this should occur in the future I was not very prepared and I am personally trying to figure out what I could have done before hand to make communication possible/easier. This was not MCN's fault and I do not expect any reimbursement. Thank you .	8/8/2014 8:56 AM
175	Would a connection through Dish or other satellite network avoid this problem?	8/8/2014 8:54 AM
176	At the very least, the redundancies and Fusion combo problem needs to be addressed. People cannot lose the ability to dial emergency services or receive reverse 911 calls, just because ONE line gets damaged or taken out. Emergency backup lines for basic phone services needs to be a major priority.	8/8/2014 8:53 AM
177	I was extremely impressed with how quick all service was restored. I feel anyone that complains on this issue does not realize what was involved in restoring the services.	8/8/2014 8:47 AM
178	Everyone assumed cellular was a redundancy, but were surprised to find that it also came through the same trunk.	8/8/2014 8:40 AM
179	I think it is tragic that AT&T and others will not provide decent service to our communities on the coast. I also worried during the outage about people with medical emergencies.	8/8/2014 8:31 AM
180	Invest in improvements please.	8/8/2014 8:28 AM
181	Thanks for the extra detail. Was a shock to realize that we couldn't go to the neighbor's house to make a 911 call if necessary. Looking forward to hearing about the future resolution to this scenario.	8/8/2014 8:27 AM
182	Ridiculous that we don't have hi speed internet and reliable utilites provided here on the coast.	8/8/2014 8:24 AM
183	I am stunned at this outage and filled with outrage! What a horrendous infrastructure design for our county. AT&T, Comcast, government...SHAME ON YOU!!! I have filled out surveys regarding broadband in our county multiple times.	8/8/2014 8:22 AM
184	Patients were also inconvenienced due to loss of our in-house wi-fi hotspots.	8/8/2014 8:07 AM
185	Scary that our connection to emergency services is literally hanging by a thread. How many sick people now know how easy it would be to completely immobilized the coast again?	8/8/2014 7:47 AM
186	Yes. Willits newspaper, disclosed that AT&T did not provide immediate assistance and were slow by several days to dispatch the replacement cable. We felt like the red-headed stepchild when we ought to have the same assistance as any other town or city would receive.	8/8/2014 7:42 AM
187	Verizon cell phone down as well.	8/8/2014 7:30 AM
188	I think the PUC should reconsider it's denial of broadband service for the Mendocino Coast. Cell phone service is better in Tunisia than it is in Northern California.	8/8/2014 7:19 AM

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189	How can one fiber optic line impact the whole coast?	8/8/2014 7:17 AM
190	Simpson Lane	8/8/2014 7:16 AM
191	Oh, right, also-- I went to the bank at night in the grocery store to put in my paychecks so my account wouldn't dip below zero, and the ATM was not working, of course. That was a little nerve-wracking.	8/8/2014 3:43 AM
192	In this day and age, why there is not a better system with better maintenance in Mendo County from Gualala to Westport is beyond me. Service provided by Central Valley Cable for Manchester and Irish Beach will be shut down (AGAIN) in less than a week for an unknown amount of time. Why? Don't really know-existing ISP COULD have been kept functioning until the "new-whatever-whomever is actually ready to turn on. I have a vacation home just south of Irish Beach and have to now inform people there is no internet there...I'm figuring 3-10K in losses of income/refunds. And that figure is just for 2014. If no service into 2015...who knows.	8/8/2014 12:35 AM
193	It is important to note that I telephoned pretty quickly and left a message on the MCN machine, and within a reasonably short period I was contacted by Sage Statham informing me of the outage and that it was on "his end" not mine. Chalk it up to living in a small town, or whatever. But a personal touch like that is hard to buy. That phone call was so professional, and showed how MCN understood the seriousness of the matter, and how MCN was taking proactive steps in the wake of an unforeseen emergency. I pay good money for Fusion. I appreciate that I can easily see it is money well spent. Great job. Thank you!	8/8/2014 12:07 AM
194	AT&T should be ashamed of themselves for not having a redundant system - what if there was a wildland FIRE off Comptche-Ukiah Road. They happen all the time - and now there's a historic drought.	8/8/2014 12:05 AM
195	The scariest part is not being able to summon emergency help or call 911; check on the welfare of my mother. There should be a back up plan for outages like this--and at least fiber optics repair materials stored on the coast.	8/7/2014 11:42 PM
196	We are much too dependent on technology. The only real problem was loss of 911 but many of us felt strangely disembodied by our lack of connection.	8/7/2014 11:02 PM
197	Glad you're looking into solutions. Obviously this was pretty unexpected by most everyone.	8/7/2014 10:31 PM
198	It should NOT have taken almost 3 days to repair!	8/7/2014 10:29 PM
199	The outage shows the need to have a backup method of connecting to the broader internet. Hopefully by running the loop up to Humboldt county and linking up there.	8/7/2014 9:40 PM
200	There was a time when PUBLIC utilities served the citizens, who are the ultimate owners of the communications venues. To see how far we have strayed from this ideal to benefit privately held corporations and shareholders is utterly appalling. Our rural infrastructure suffers so AT&T and its shareholders can make bigger profits. This is why I utilize MCN for my phone and internet. to be at the mercy of these greed-heads still, in any way, makes me angry.	8/7/2014 9:39 PM
201	Bury the lines. Make sure there is always a plan B especially for emergency services.	8/7/2014 9:09 PM
202	I think this was a very good opportunity for the community to use this event to prepare for a major disaster that could effect our community. I really think this survey should be used for a learning tool.	8/7/2014 8:51 PM
203	The residence of the hospice patient where all service was unavailable was near Highway 20 and Old Willits Road.	8/7/2014 8:35 PM
204	I am happy it was just a few days.	8/7/2014 8:25 PM
205	It was an annoyance more than anything for us.	8/7/2014 8:05 PM
206	We rely on the internet as a source of business, hobbies, medication information, posting and updating family members, care providing for elderly, bank loan payments, credit card payments and more. We need service for online purchases, medical and personal... ordering supplies, SO very many things are accessed via internet either on the home computers or via iPhone service... we couldn't get anything to work during the outage.	8/7/2014 7:48 PM
207	Obviously that fibre optic cable is a vital/essential service to the Mendocino coast. As someone who has been involved in IT for 30 years, I'm astounded by three things. 1) There is only a single cable/data pipe, no redundancy is built in, so when something goes wrong there is no backup connection. 2) There is apparently a 40 mile long fibre optic cable not buried safely or raised above ground but lying on the surface on the road side. That by anyone's reckoning is crass stupidity and dangerous practice. 3) It took 36 hours to finally get in replacement cable from who knows where & commence temporary repairs, so no cable was stored locally, again crass stupidity. The big worry is this will happen again possibly for an even longer period, unless changes are made !	8/7/2014 7:41 PM
208	I feel like everyone stepped up and did what was needed. I don't feel like the 48 hours of no service caused anything more than inconvenience.	8/7/2014 7:41 PM

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209	Thank goodnes for radio.	8/7/2014 7:34 PM
210	There needs to be a better system with backup procedures using alternate lines. I am sure that with people not able to get 911 help, there were very serious health and property loss situations threatening.	8/7/2014 7:27 PM
211	While loss of internet caused us personal and business issues the main issue was loss of phone. So many people don't have land lines (we have cell and internet phone.) I understand that the 911 was down even for land lines. That is the most concerning. Lack of 911 is the largest problem. The other issues would have become much larger had the problem persisted.	8/7/2014 7:21 PM
212	no	8/7/2014 7:14 PM
213	We need broadband connectivity in our area. The service is unreliable at certain times of the day when there is heavy use. We have broadband but through old copper wires that are unreliable.	8/7/2014 6:58 PM
214	At work we were about to switch to Fusion (at [REDACTED]) but this has made the owners hesitant to do so. They (and the rest of us, for that matter) would like assurances that the services have redundancy and backup protocols in place.	8/7/2014 6:52 PM
215	Need a backup because this will probably happen again, either an accident or on purpose, now that everyone know how easily it can be done.	8/7/2014 6:51 PM
216	The impact was inconvenient and also simplified my life as I did not feel responsible for contacting and wasn't being contacted. It seems though that for at least emergency purposes it would be essential to have an alternative, i.e. ambulatory, fire, and helicopter services.	8/7/2014 6:49 PM
217	The coast needs a redundant/backup system.	8/7/2014 6:18 PM
218	This is a serious issue affecting women and their safety.The lack of 911 service for all emergencies is very disconcerting.	8/7/2014 6:16 PM
219	Our area desperately needs access to AT&T's fiber-optic cables.	8/7/2014 6:11 PM
220	We hope and pray that this wake-up call will stir the "powers that be" to really do something to solve this problem. Thank you!	8/7/2014 5:55 PM
221	Many people rely on these services for a lot more than entertainment value. We use them at work and for schooling and deserve to know that a simple accident will not remove us from the ability to do what we need to do.	8/7/2014 5:38 PM
222	Felt very isolated. Could not communicate with a friend as her telephone did not work.	8/7/2014 5:33 PM
223	How about a back up line!	8/7/2014 5:24 PM
224	I feel that Verizon and Comcast should prorated my bill at the very least.	8/7/2014 5:15 PM
225	Many of my elderly clients we without phone service and subsequently their LIFELINE did not work either. Very Very dangerous!!! I would like to add their names and ages to your list. Keep scrolling down on the next part.	8/7/2014 5:13 PM
226	KOZT morning news was gathered by telephone the 'old fashioned' way. Liked Sheriff Tom Allman's interview on Wed. 7:40 a.m. Chief Tunzi said he was working with Sheriff's Office since 9:30 p.m. Sunday night to get phone lines re-connected. Comptche still uses copper wires, Chief said. Made it easy for AT&T to reconnect 911 system.	8/7/2014 5:11 PM
227	It is ridiculous to not have redundant service here.	8/7/2014 4:57 PM
228	Need to sort this out. No 911 is not good.	8/7/2014 4:54 PM
229	I know this was the result of an accident but it points to the need for redundancies so the communications in the region are not so affected.	8/7/2014 4:36 PM
230	It was pretty scary not being able to use 911 if necessary for fires or illness or other problems. I live alone.	8/7/2014 4:21 PM
231	We didn't realize how dependent both of our jobs are on the internet and the impact it would have on our ability to do our jobs successfully. Mendocino College's first day on the coast was definitely impacted because they could not access student services and help students enroll.	8/7/2014 4:19 PM
232	Local radio station did not even list US Cellular customers as being affected, but we were.	8/7/2014 4:13 PM
233	It was tough going through being isolated from friends and family during the 3 day outage.	8/7/2014 3:55 PM

234	It is ridiculous that there is not any backup plan in the event of an outage. We pay for services and expect that those who collect our money have contingency plans. Just because we are a small town shouldn't mean we don't deserve a backup system. Losing access to emergency phone calls is a very big deal.	8/7/2014 3:54 PM
235	Interfered with banking, medical appts, and pharmacy needs.	8/7/2014 3:45 PM
236	Information sucked regarding what happened, when it would be fixed etc. We definitely need a back-up system. Guests depend on us to provide an avenue for them reach business and families. Businesses are important. Because many guests cannot go far afield do to business issues, contact is essential. All our gateways to internet and their businesses were down - including independent access through cell phones. Too bad AT&T is poor partner for those relying on their services. The PUC must act to create redundancy and perhaps profits and rates should reflect this. The internet is no longer optional.	8/7/2014 3:43 PM
237	A major part of the overarching communications network being left that vulnerable is at the least a huge insult to the community. It wouldn't take a very large quake to have the same result. If this is about the unwillingness of a giant and highly profitable corporation to spend money to ensure a higher level of reliability this is a tragedy waiting to happen, especially now after they have seen the result of a minor accident.	8/7/2014 3:40 PM
238	no	8/7/2014 3:38 PM
239	Was very happy I did not have an emergency during this time.	8/7/2014 3:38 PM
240	It was hard enough to not have service, but no one knew when it would come back online. Poor communication or no communication from providers to customers. Hearing through the radio feels like hearsay. There has been no direct call from comcast or verizon. Or email. Not during the outage or since. All communications have come third party.	8/7/2014 3:29 PM
241	It is unacceptable that there is a single, non-redundant data line going to the coast, which in part consists of sagging lines between poles, rather than a buried line.	8/7/2014 3:24 PM
242	This survey is not complete. We had a T1 Pipe from AT&T and that was up but our Comcast ISP was down, we were lucky that the cut over was not complete. But our Cell service was down and our US Cell was impacted by the roaming of Verizon. I blame all the management and elected officials... That and the crazy people that complain about radio waves. We need redundancy and that will bring jobs as well.	8/7/2014 3:21 PM
243	I wish the local utility companies wouldn't rely on the attitude of "its just part of living in a rural area, the price you pay" It is just plain dangerous and no excuse for it. Why did we have to wait for the line to be shipped to us as I was told by the City pf FB. Why don't we have those materials on hand for emergencies like this? If that would happen in Santa Rosa or San Francisco it would have been repaired the same day.	8/7/2014 3:07 PM
244	The problem was exacerbated by the difficulty in getting information. The only local thing that worked was radio and KZYX didn't appear to cover it. I listened all day and heard about lost dogs but no lost signal. The commercial stations did a little better but it was pretty inconsistent. Nobody seemed to know what was going on until we got the internet back on Tuesday late afternoon.	8/7/2014 3:06 PM
245	A more robust timely communication program using over air media would have been helpful for planning.	8/7/2014 3:02 PM
246	Why don't you put the lines underground so this kind of thing will not happen again!!!!	8/7/2014 3:02 PM
247	More broadband & phone services are needed on the North Coast. Many areas have little or no access to decent reliable service.	8/7/2014 2:57 PM
248	I still don't understand why they had to run 12,000 feet of new cable. Why did part of Comcast service stay up? How is that routed?	8/7/2014 2:57 PM
249	I am shocked that this community was not better prepared to deal with this problem, or that the cable was vulnerable to being taken out in the first place. This time it was an accident. Maybe not next time.	8/7/2014 2:55 PM
250	I can live with an outage, but I thought it would be cool if MCN would post a notice at the PO letting people know where there was public phone, fax and wi-fi available.	8/7/2014 2:53 PM
251	AT&T and who ever else is responsible for infrastructure must be made to provide faster and more reliable Internet and phone, or our government must do the job.	8/7/2014 2:41 PM
252	A wake up call for all local residents ~ ATT, Vz, Cmsct. Too big to fail! Ha!	8/7/2014 2:36 PM

Broadband Outages in Mendocino County during the Week of August 4, 2014

SurveyMonkey

253	More and more all of us rely on technology for basic work and communication. We are being sold on the reliability of this service. Many of us require these services to make a living. And, more and more of us are depending on these services as are only means of communication. Accidents happen. But to not have backup in place for a rural community is absurd. We need more robust broadband with redundancy built in. And, how do I become involved in Broadband coalition.	8/7/2014 2:30 PM
254	We had absolute NO way to communicate to the "outside" world	8/7/2014 2:11 PM
255	Pursue redundancy.	8/7/2014 2:02 PM
256	I am very concerned with the lack of robust and redundant internet and phone service in this area.	8/7/2014 1:27 PM
257	I had to learn about the outage by word-of-mouth because I didn't have the communications systems to find out what was going on. I called from my cell phone to both MCN (after hours, leaving a message) as well as the after-hours service in Ukiah, leaving a message. I didn't hear back from the so-called after-hours help desk, even though I left my cell phone as a contact. (My cell phone was Verizon, thus down, but able to work off of other towers). I understand there would have been a lot of complaints, comments, and questions, that the help desk could not respond to everyone's calls. However, it wasn't until later that I learned about the problem, so I felt left in the dark. I'm glad that MCN is willing to reimburse the neglected Fusion clients, but I do hope that AT&T receives the financial hit, not our local caring community network.	8/7/2014 1:00 PM
258	I think the outage shows just how vital the internet has become in daily life. And how a back up system needs to be designed.	8/7/2014 12:59 PM
259	No redundant lines? That's just stupid. The disregard for our well being by AT&T is stunningly manifested in this incident.	8/7/2014 12:56 PM
260	As I said, for me it was an inconvenience, but I do realize that it could have created life or death scenarios for some. There simply HAS to be some kind of backup or "quicker fix" for this sort of thing.	8/7/2014 12:52 PM
261	Luckily I work on more than just computer/internet & my US Cellular phone worked. This was a short delay, anything longer would have had a bigger impact. I was able to complete a sale by taking the customer's VISA information & putting the sale through later, so no impact to the [REDACTED]	8/7/2014 12:42 PM
262	locals should be using cash and only yuppie tourists swipe cards for coffee and other tiny transactions...	8/7/2014 12:36 PM
263	We really NEED to be prepared for any disaster beyond checking email. Hospitals, banks, and grocery stores, etc. depend on this connectivity, for our safety and well-being. There needs to be a safe back-up communication plan. Luckily, we have a landline, but those fail too.	8/7/2014 12:32 PM
264	I did have cell service in some parts of downtown Mendocino. I use CREDO as my cell phone provider.	8/7/2014 12:26 PM
265	Thank you, broadband alliance!	8/7/2014 12:24 PM
266	We were lucky here in Comptche. Could not do business by phone or email until Tuesday afternoon. No loss of income	8/7/2014 12:16 PM
267	I was heartened, at least, that there was someone in the office who knew what was happening and would talk to me. Having a local office with a human is so valuable to me! Thank you for that! I would like to know that the issue of compromised public safety will be hammered to the PUC so that the Golden Bear project will be funded now. Redundant fiber apparently has value...hello...human value.	8/7/2014 12:16 PM
268	Now that this community is aware of their dependency on fiber optic cable I hope that preparation can be made to prevent an accident like this in the future.	8/7/2014 12:14 PM
269	Hey - Yes - A big Thank you to Sage Statham & the entire crew at MCN ... What a great follow up email that was explaining the outage this morning .. with graphs, maps and all. We appreciate you ! Thanks for thanking AT&T - good form ... Please continue doing what you're doing over there to make it better !! [REDACTED]	8/7/2014 12:11 PM
270	There have been a lot of angry, blaming conversations on the Announce List. I sure wish it would be used as intended, to share information, rather than ranting opinions. I personally think the situation was well handled. It is also a great opportunity for us as a rather isolated community, to figure out how to improve the situation for the future.	8/7/2014 12:09 PM
271	Redundancy is essential- this is third world service and totally unacceptable	8/7/2014 12:06 PM
272	I am concerned at the lack of redundancy in the system. The only people on the coast who had internet service had AT&T. I only had phone service because I have AT&T landlines. If I did not, I would not have been able to even call colleagues and clients and tell them not to email me if they wanted an immediate response.	8/7/2014 12:04 PM

Broadband Outages in Mendocino County during the Week of August 4, 2014

SurveyMonkey

273	Yes, we are angry!	8/7/2014 11:59 AM
274	This was a frightening outage as we are so isolated here and any emergency could be deadly if we cannot get help; nevermind the raging fires that we could get no reporting on.	8/7/2014 11:59 AM
275	Thank you for explanation letter, much appreciated	8/7/2014 11:57 AM
276	All the emergency plans of the county and the city of Fort Bragg depend on communication being available. The plans need to be updated to prepare for another possible communication outage. We need redundancy.	8/7/2014 11:55 AM
277	Need a better back up plan for fiber optic cable so this doesn't paralyze the area again.	8/7/2014 11:41 AM
278	This event clearly shows that the communication systems in this area need to be "rethink" to avoid a repeat, and worse events in the future,	8/7/2014 11:27 AM
279	Thank you for doing this survey. As I said before we need to look at this recent outage as a wake-up call. People need to be better informed as to the extent of the problem and time it will take to fix it. Stores need to teach employees to compute manually.	8/7/2014 11:23 AM
280	We pay \$80 a month for basic internet services and about \$200 for cell phone coverage per month. Multiply that by ten thousand homes on the coast. With that much revenue, from a small community, there should be better coverage available. We get hit hard on the coast by harsh weather, mud slides, and car accidents every year and every year we lose our services. These companies have plenty of revenue to upgrade the supply and demand here yet it has been thrown to the way side	8/7/2014 11:20 AM
281	Glad that I was on ATT...for the first time, glad...as I had phone service!!	8/7/2014 11:12 AM
282	Not being able to get information on the length of disruption since phone at MCN did not work. I called Starbux and their land phone worked (I used my Tracfone to call them), but they had NO internet and had NO info on outage. I wonder what provider they have for internet I am switching out of MCN and thinking of AT&T but do not know how they did with internet service.	8/7/2014 11:08 AM
283	I still cannot get over the fact that someof this fiber optic cable was not buried underground, and that there are not redundant lines.	8/7/2014 11:07 AM
284	It was completly unsafe to not have access to call emergency numbers in the case of an emergency!	8/7/2014 10:54 AM
285	A number of us left town.	8/7/2014 10:51 AM
286	Local AT&T personnel were terrific and very helpful. National press office was - literally - clueless. When we reached a press officer 24 hours into the outage, the AT&T computer system did not show the Mendocino County outage. Tool another hour+ to even find..and then, the information was incorrect. Incident was ascribed as "tree into lines" - 25 hours after the truck incident. All accurate information was received from local AT&T supervisors and MCN	8/7/2014 10:45 AM
287	As a service provider and someone economically dependent on haveing internet access, I believe there is a question of 14th amendment rights to Equal Protection that needs to be pursued here. It is clear that some citizens are more equal than others! Companies who are driven solely by profitability should not be the ones who determine the well being of the citizens, nor of the county tax-base. It is the role of government and law to protect us and to be sure that every citizen has equal access to the Internet and relative services.	8/7/2014 10:26 AM
288	Take care of infrastructure maintenance and improvement before paying shareholders	8/7/2014 10:19 AM
289	We need to join the modern world here on the coast and have backup system in place	8/7/2014 10:12 AM
290	The lack of a self-healing ring network topology is the main problem here. If one minor accident can take out the entire coast for two days, what happens if an earthquake or fire breaks the line and damages the roads so personnel can't get to the problem area? Moreover, what happens in six years when AT&T no longer supports locally-based POTS lines, and the entire coast is without telecommunications indefinitely in an accident? This goes against the spirit and the letter of the law, and it could have been resolved easily with the Golden Bear Broadband LLC plan.	8/7/2014 10:00 AM
291	My mom has no children living in Fort Bragg so when we couldn't get ahold of her. We then had to send a grandson from Sacramento to check on her, as the phones of her neighbors, my aunt, cousins and many of her friends were also out. Totally unacceptable to be without service for almost 3 days.....	8/7/2014 9:50 AM
292	Comcast would not acknowledge that there was anything amiss, and kept asking me to reset my Modem.	8/7/2014 9:44 AM
293	There needs to be a backup -- somehow, someway. There must be changes -- we are too vulnerable w/o access to the 'net and phones.	8/7/2014 9:36 AM

ATTACHMENT A

Broadband Outages in Mendocino County during the Week of August 4, 2014

SurveyMonkey

	Redundancy. Redundancy. Redundancy. Redundancy. Redundancy. Redundancy. Redundancy. Redundancy. Redundancy. Redundancy. Redundancy. Redundancy. Redundancy.	
296	What is the estimated loss to businesses? There has to be redundancy in communications for all businesses and for emergencies, hospitals, banks, post offices, in other words all social services. That one accident on a small country road can cause such widespread disruption is not acceptable. Why were the above ground fiber optic cables strung so low that any kind of vehicle could hit them?	8/7/2014 9:18 AM
297	MCN was excellent in handling the demands for answers and staying calm under the community's tremendous stress. I was offered use of a working phone at the MCN office to contact my family in Maryland every few hours during the outage. This was crucial for me.	8/7/2014 9:13 AM
298	In this day it is inconceivable that there are not back ups in place for this!	8/7/2014 9:12 AM
299	It seems like lines this important should have been run off of a highway, like a pg&e corridor or something, not where a truck could rip them out.	8/7/2014 9:12 AM
300	Having a truck accident take out service to an entire community is unacceptable and should never have happened. This issue should, and I hope it doesn't, it happen again needs to be remedied a heck of a lot sooner.	8/7/2014 9:11 AM
301	I live alone in the woods and like to know I can reach emergency services. I was relieved that my 90 some year old parents were no longer living with me as that would have been really frightening!	8/7/2014 8:55 AM
302	Glad this didn't happen during one of our isolating winter storms	8/7/2014 8:48 AM
303	I want to be sure	8/7/2014 8:45 AM
304	It seems to me that the funky-monkey way they have their cables strewn through the forest is the reason I have such crappy connection 99% of the time.	8/7/2014 8:41 AM
305	I answered that we were affected in question 1. Our house sitter was affected, but again we were out of the area. I'm answering because we depend so heavily on internet to conduct business and for communication. It was a fluke that we weren't there. If this were a common occurrence we would have to consider moving to a different area for our work.	8/7/2014 8:40 AM
306	This was truly a worry for our entire community. We certainly hope that this problem is addressed immediately! Thank you, Mendosportsplus, for investigating this. And thank you for all the news that you provide our community!	8/7/2014 8:36 AM
307	Seriously distressing not being able to communicate	8/7/2014 8:35 AM
308	They need to get other companies in the area, ones that we can rely on	8/7/2014 8:34 AM
309	redundancy would be nice...	8/7/2014 8:28 AM
310	I called Comcast to ask for a credit, and they did not do it. Also, not one word of apology or updates.	8/7/2014 8:24 AM
311	It was a bit scary not being able to communicate with the world.	8/7/2014 8:19 AM
312	This could have very critical issue the elderly or disabled.	8/7/2014 8:09 AM
313	didn't impact me so much, but had no phone in case of emergency and that would have bothered me!	8/7/2014 8:00 AM
314	This shows how dependent we are on internet service.	8/7/2014 7:57 AM
315	Comcast handled information requests badly. They never gave me accurate information about the cause of the outage, saying instead, that "We are working on the tower to provide you with improved service". Estimates of re-connection were not accurate.	8/7/2014 7:49 AM
316	I support the idea of a redundant cable. I also wonder about how AT&T has so much power in those lines, but will not share it with individuals, as per Jim Heid's conversation on KZYX Wednesday evening.	8/7/2014 7:15 AM
317	I couldn't believe we were so vulnerable and there was not work around. There needs to be some redundancy in the system. We depend too much on this service to not have it quickly repairable.	8/7/2014 6:59 AM
318	One line should not disable a town.	8/7/2014 6:58 AM
319	Frustrating and frightening. The monthly charges for internet (and cable television) service in comparison to cell or land line phones are quite high, and receiving any credit or compensation is generally impossible through Comcast.	8/7/2014 6:57 AM
320	[REDACTED]	8/7/2014 6:12 AM

321	In cases where people are affected by these types of conditions it would be nice to know where to call for updated status and what we can do if someone has specific health issues!	8/7/2014 1:11 AM
322	We really need a plan that we can fall back on, in case this happens again.	8/7/2014 1:02 AM
323	There were many posts on Facebook that their phone didn't work, yet when I called into Verizon to let them know, they said I was the only one and they didn't have any record of a problem. She said I should update my phone, although she also did take a trouble report. This was curious.	8/7/2014 12:17 AM
324	it was very frustrating and upsetting.	8/6/2014 11:45 PM
325	This wasn't a huge deal but it was an opportunity to see what needs to change. If this has happened during my school term, I could have been penalized. I am taking out loans to be in school so it's a concern. More service is needed to our area. Also, I was unable to pay for groceries with CalFresh benefits. I had to pay with a credit card.	8/6/2014 11:12 PM
326	I suggest that the city of Fort Bragg make an arrangement with satellite providers to have a back up system put in place for use /only/ in the case of such an outage so first responders and emergency/police/ CHP/sheriff would have communications. This would be used ONLY is such an outage happened. It's crazy that the Coast was so disabled by one vehicle accident!! Not a sturdy system at all!!!	8/6/2014 10:45 PM
327	Need for a back up plan clearly for this situation.	8/6/2014 10:34 PM
328	It makes us realize how vulnerable we are that disabling the cables of one company can have such an impact. What if there was a large emergency- earthquake? fire?	8/6/2014 10:32 PM
329	I am a parent and if an emergency occurred no 911	8/6/2014 10:25 PM
330	Overall, since this outage lasted only a few days, it was merely an inconvenience to me. However, if it had lasted longer, or come at a different time, it could have jeopardized my position in an online Masters degree program. As the details of the accident and repairs come out, I feel increasingly concerned about the vulnerability of our communications infrastructure and the lack of backup redundancy.	8/6/2014 10:24 PM
331	Ridiculous there is no back-up system in place and that ATT, Verizon, and Comcast can be knocked out so easily. From a personal standpoint, I enjoyed not being tied to my devices. From a salary standpoint? Not so much. I imagine everyone under age 30 was going thru withdrawal.	8/6/2014 10:08 PM
332	This was an unacceptable situation. I hope no one was harmed because of inability to contact emergency help. I'm sure some people's jobs and families were adversely affected. I feel as if we were hung out to dry because there is no safety net for rural communications and little regard for our residents.	8/6/2014 10:04 PM
333	I am very concerned about the inability to call 911 during the outage. I didn't experience any emergencies, but I'm sure others' lives were jeopardized by this. I don't know what the solution is, but something has to changed.	8/6/2014 9:47 PM
334	Losing work is a serious concern for many residents on the coast, but my biggest worry was for those cut off from help in emergencies, unable to dial 911, unable to call neighbors for assistance, possibly unable to move or help themselves. That there was no back-up system in place is alarming.	8/6/2014 9:39 PM
335	It was impossible to reach certain friends who had their phones, internet and cell phones down.	8/6/2014 9:34 PM
336	Fire danger is critical this week. Local & regional firefighters & equipment are concentrating on the Lightning Complex Fire near Hwy 101. Cell phone outages made it impossible for local residents to track its progress in their area & know how to be safe.	8/6/2014 9:32 PM
337	This was terrible. If it had continued beyond Wednesday, I had contingency plans to move my computers to a hotel room in Willits or Ukiah for the duration, which would have been less productive and also entailed increased expenses (the hotel plus commuting).	8/6/2014 9:30 PM
338	It was not the best of times, made perhaps worse because MCN's statement arrived today via email—but not a word concerning the situation.	8/6/2014 9:19 PM
339	this is totally unacceptable and we had no idea that there were no emergency facilities in place to be utilized while the problem was being repaired	8/6/2014 9:15 PM
340	Unable to perform volunteer duties at local nonprofit, whose phone and internet service was down.	8/6/2014 9:15 PM

341	I am disturbed to learn that there is no redundancy in our fiber optic system. I am also disturbed to learn that an attempt was made by our local broadband alliance to get state funding to create redundancy and improve our system and it was turned down by the California Public Utilities Commission, after heavy negative lobbying from AT&T. It's obvious that if this corporation feels it cannot make enough profit from Mendocino county to justify improving its infrastructure here, then we need to "fire" AT&T as our service provider and make other arrangements. It's also unacceptable that this fragile fiber optic cable on which we depend is carried above ground as it passes through the Comptche area, where it could be easily taken down by a passing truck. Next time it could be bad weather, another big truck, or even a deliberate sabotage.	8/6/2014 9:14 PM
342	It should be criminal there is no redundancy of critical service.	8/6/2014 8:59 PM
343	Service redundancy is essential, especially if an outage impacts communication related to emergencies, such as a large wildfire in progress during the outage.	8/6/2014 8:53 PM
344	No	8/6/2014 8:46 PM
345	Redundancy in the system is a MUST!	8/6/2014 8:40 PM
346	see above	8/6/2014 8:39 PM
347	I was happy that I wasn't bombarded by junk emails for 2 days. I think I got one hour a day returned to me.	8/6/2014 8:37 PM
348	Big withdrawal from emails and my one internet game! Big concern for emergency needs.	8/6/2014 8:34 PM
349	During this period we were finalizing our brochure for the first after school program session. The person putting this together could not email the documents to us to copy edit and we were unable to contact her during this time. In addition, I was unable to purchase stamps for CCM because I couldn't use a debit or credit card. This caused a delay in sending several important letters.	8/6/2014 8:33 PM
350	I communicate with folks all over the world. I did not feel comfortable being cut off. The internet should be considered a utility at this point.	8/6/2014 8:26 PM
351	I am appalled that we don't have redundant communications and that all our services come through one cable. Had there been an emergency, I'm afraid to think of what might have happened. During the outage I received a "Red Code Alert" call telling me that if I had an emergency I should go to my nearest Fire Department. Really?!!! My nearest Fire Department is about 7 miles away! What if I or my husband had a medical emergency or there was a fire? I don't want to think of what might have happened.	8/6/2014 8:23 PM
352	It would be good if everyone on the coast had the same services available.	8/6/2014 8:17 PM
353	I hope to change my wireless service from ATT to the local Sonic in the next few months.	8/6/2014 8:17 PM
354	We needed much more transparency about what was happening and when it might be fixed, ATT has told us they do not have a service at our address. Yet apparently the ONLY server, Comcast, uses ATT cable! Does Comcast have a monopoly of buddy deal with ATT about our address? ATT costs much less.	8/6/2014 8:15 PM
355	Sure coulda been a real doozy - Fire,police, sheriff, medical personnel and affirm or housebound folks weren't able to communicate in parts of this area.	8/6/2014 8:13 PM
356	It seems absurd that the quality of life should be adversely impacted by a combination of incoherence, inertia and apparent greed.	8/6/2014 8:12 PM
357	We need a redundant system.	8/6/2014 8:09 PM
358	There should be redundant fiber to the Mendocino Coast. Since there isn't, then AT&T should maintain materials and technical resources nearby so as to minimize interruption of service. The section of cable that was impacted should have been buried, not aerial, to minimize vulnerability to rogue trucks.	8/6/2014 7:56 PM
359	Outages of this length, especially when it also affects cell and land lines, are unacceptable in the modern era. Especially with this area's many elderly residents, and frequent fires, this is absurdly dangerous. Redundancy is not a complex matter.	8/6/2014 7:56 PM
360	Need to put lines underground - we keep talking about cost, but it's cheaper to just get it over with. Also, cost analysis needs to include "soft" costs such as medical needs, loss of economic dollars to locals and services to tourists, business operating remotely or out of area, etc. Need to upgrade and build redundancy.	8/6/2014 7:56 PM
361	It is critical to have some kind of backup system. I am appalled that it does not already exist.	8/6/2014 7:54 PM
362	We need to put and keep pressure on the powers that be to keep the internet free and affordable.	8/6/2014 7:53 PM
363	i am shocked that emergency services were disabled	8/6/2014 7:49 PM

364	Seems like a loop from willits to fort bragg would be a smaller scale loop than Golden Bear, but would at least close the one that I presume comes from ukiah to the coast.	8/6/2014 7:48 PM
365	There should have been some form of back up or safety net. I blame AT&T for this and feel they should compensate for all of our losses.	8/6/2014 7:48 PM

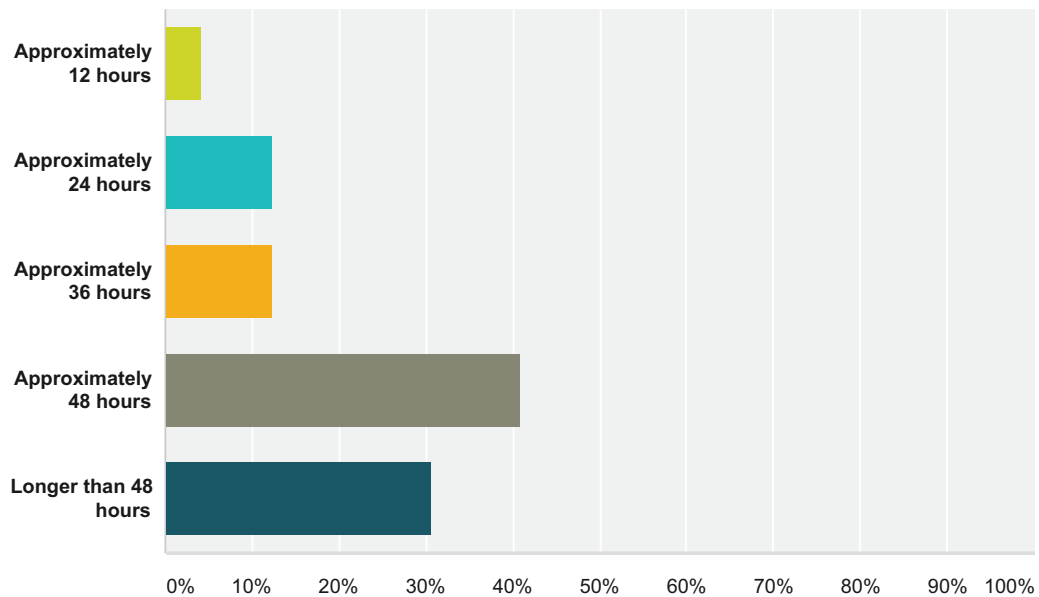
Answered: 741 Skipped: 0

ATTACHMENT A

Appendix H

Q1 Approximately how long did you have to wait until ALL service capabilities you pay for that you lost (whether it is internet, mobile phone, or home service, all three together, or a combination of the three) were restored?

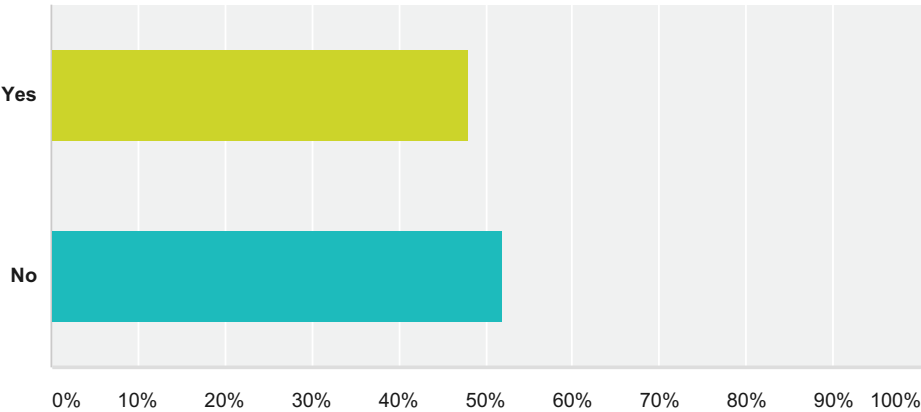
Answered: 49 Skipped: 3



Answer Choices	Responses
Approximately 12 hours	4.08% 2
Approximately 24 hours	12.24% 6
Approximately 36 hours	12.24% 6
Approximately 48 hours	40.82% 20
Longer than 48 hours	30.61% 15
Total	49

Q2 Did you ask for a status update from any telecommunications companies about when service would be restored?

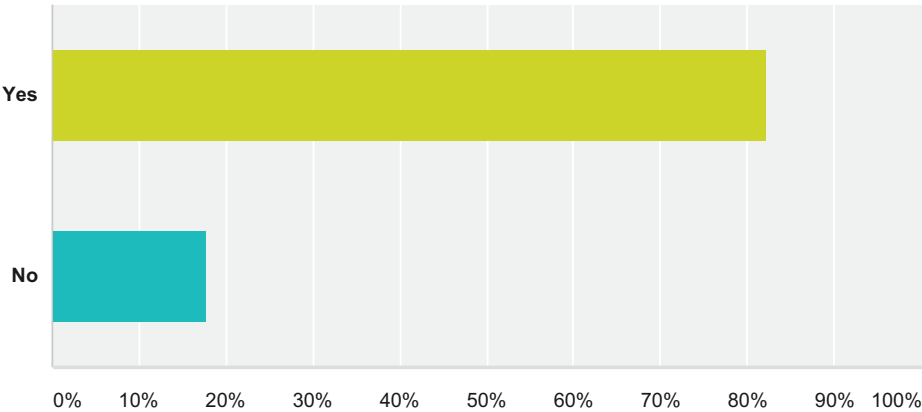
Answered: 50 Skipped: 2



Answer Choices	Responses	
Yes	48.00%	24
No	52.00%	26
Total		50

Q3 Would you consider an internet and phone service outage like this a threat to your safety?

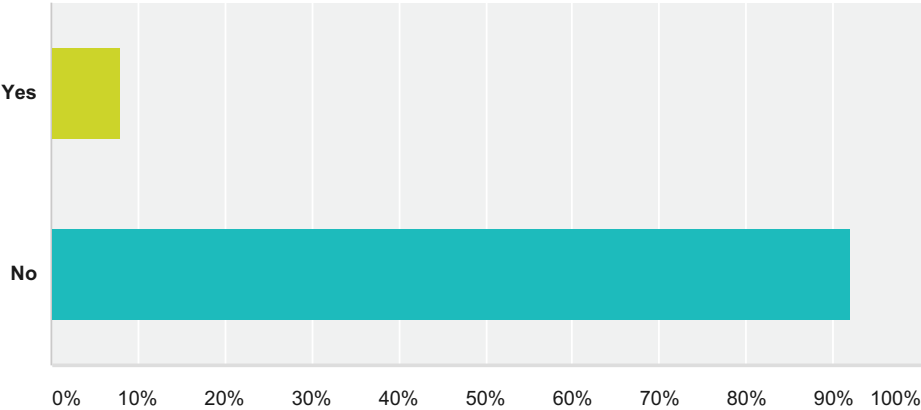
Answered: 51 Skipped: 1



Answer Choices	Responses	
Yes	82.35%	42
No	17.65%	9
Total		51

Q4 Has this internet and phone service outage made you consider moving out of Mendocino County?

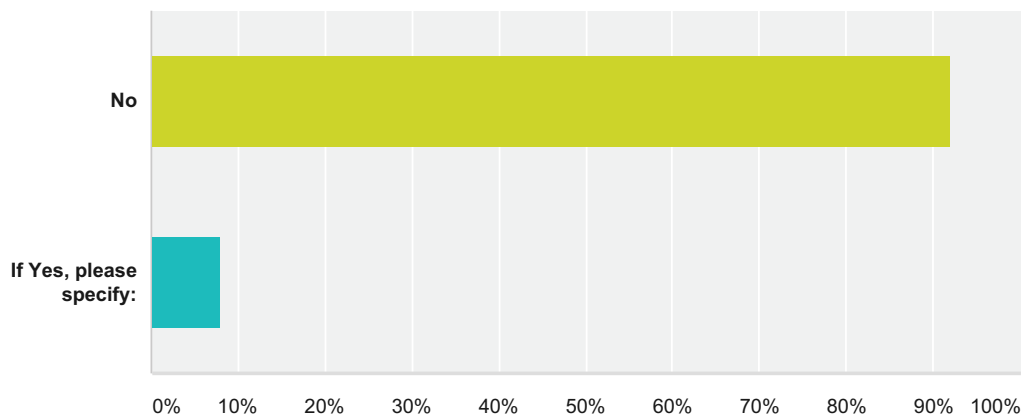
Answered: 51 Skipped: 1



Answer Choices	Responses	
Yes	7.84%	4
No	92.16%	47
Total		51

Q5 Do you know someone or did you hear of anyone that was injured, suffered medical complications, or died as a result of not being able to make a 9-1-1 call during these internet and phone service outages?

Answered: 50 Skipped: 2

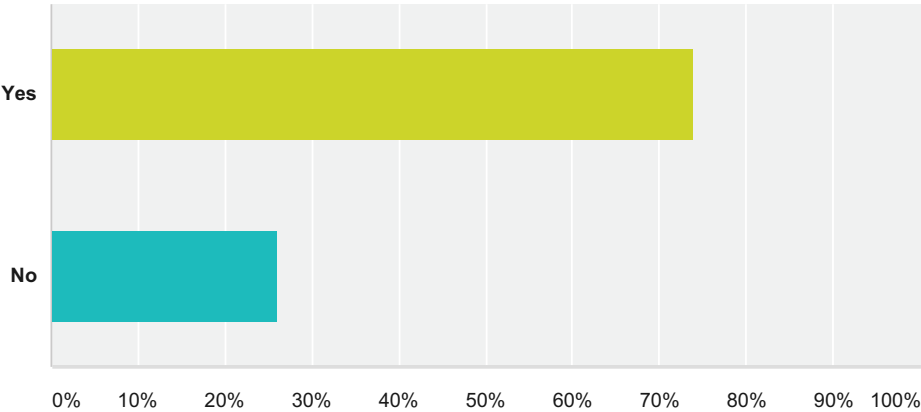


Answer Choices	Responses
No	92.00% 46
If Yes, please specify:	8.00% 4
Total	50

#	If Yes, please specify:	Date
1	An elderly customer who lives alone in a senior housing complex woke in the night quite ill tried to call 911 for assistance and had no service. Wasn't discovered until the next morning when her daughter checked on her.	9/26/2014 4:23 PM
2	My Mother quit breathing and it took me awhile to get Skype up and running while continuing mouth to mouth and trying to reach a friend to call 911 for me. It was hell. She is ok now.	9/25/2014 4:28 PM
3	I am Home Health & Hospice RN - several of my Laytonville patients who are homebound were totally unable to find out even what was going on. These particular ones have only cell phones, no land lines.	9/22/2014 1:18 PM
4	A peer's client was suffering some sort of acute medical issue (worry that it was heart attack), and no one could call 911 to get an ambulance.	9/19/2014 3:56 PM

Q6 Was your ability to use banking services affected in any way (i.e. online banking, ATM withdrawals or deposits, balance inquiry)?

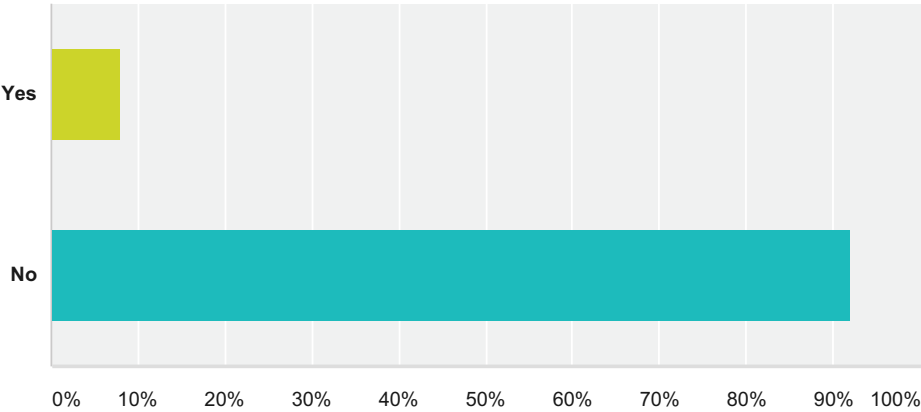
Answered: 50 Skipped: 2



Answer Choices	Responses	
Yes	74.00%	37
No	26.00%	13
Total		50

Q7 Do you live near (located within 5 miles) where the Lodge Lightning Complex Fire was burning and you were unable to communicate or receive information because of the internet outages?

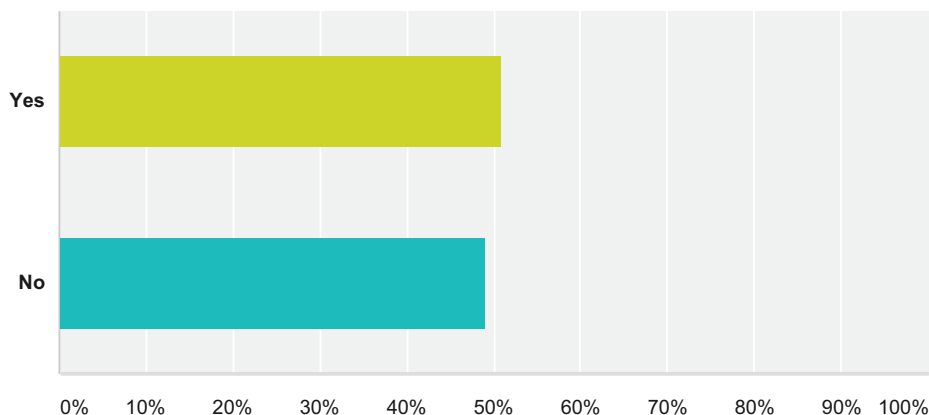
Answered: 51 Skipped: 1



Answer Choices	Responses	
Yes	7.84%	4
No	92.16%	47
Total		51

Q8 Did you attempt to use a credit, debit or EBT card to make a purchase or buy gasoline but you were unable to because of the internet and phone service outages?

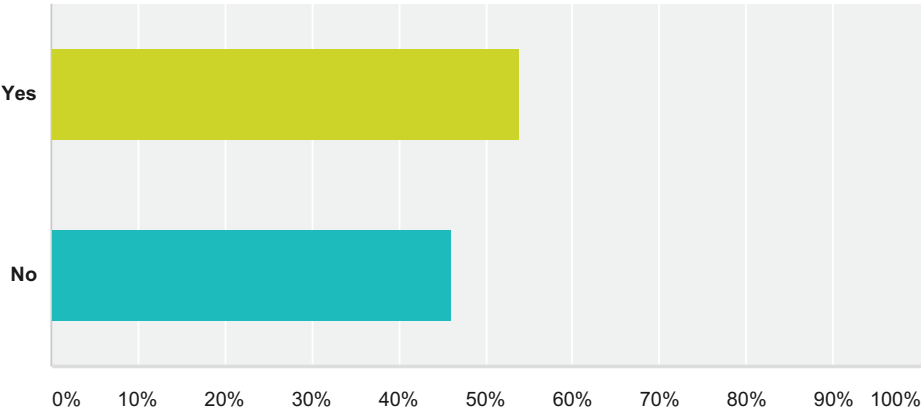
Answered: 51 Skipped: 1



Answer Choices	Responses
Yes	50.98%26
No	49.02%25
Total	51

Q9 Did you have to drive somewhere as a direct result of the internet and phone service outages? This could be because you needed to drive to find a functioning internet connection; to check on a friend or relative who you couldn't otherwise reach because of the outages; etc.

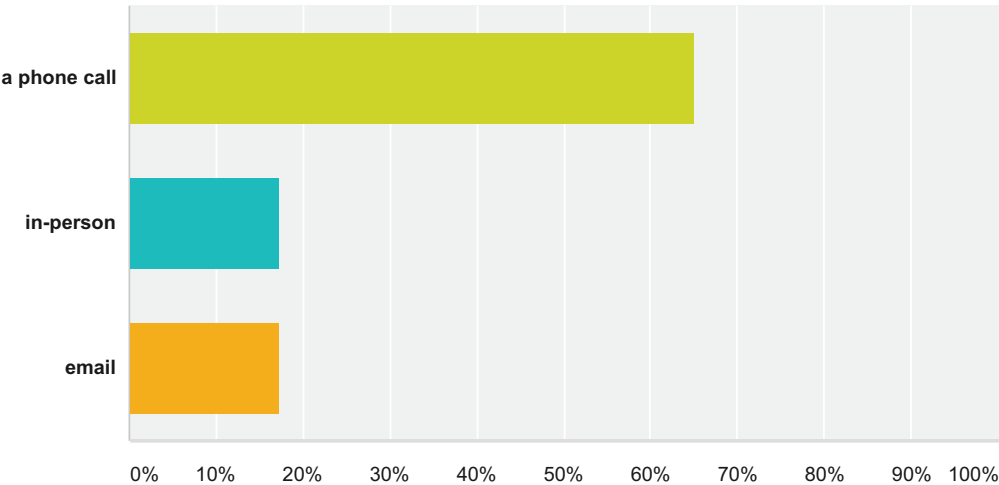
Answered: 52 Skipped: 0



Answer Choices	Responses	
Yes	53.85%	28
No	46.15%	24
Total		52

Q10 Did you request a status update via

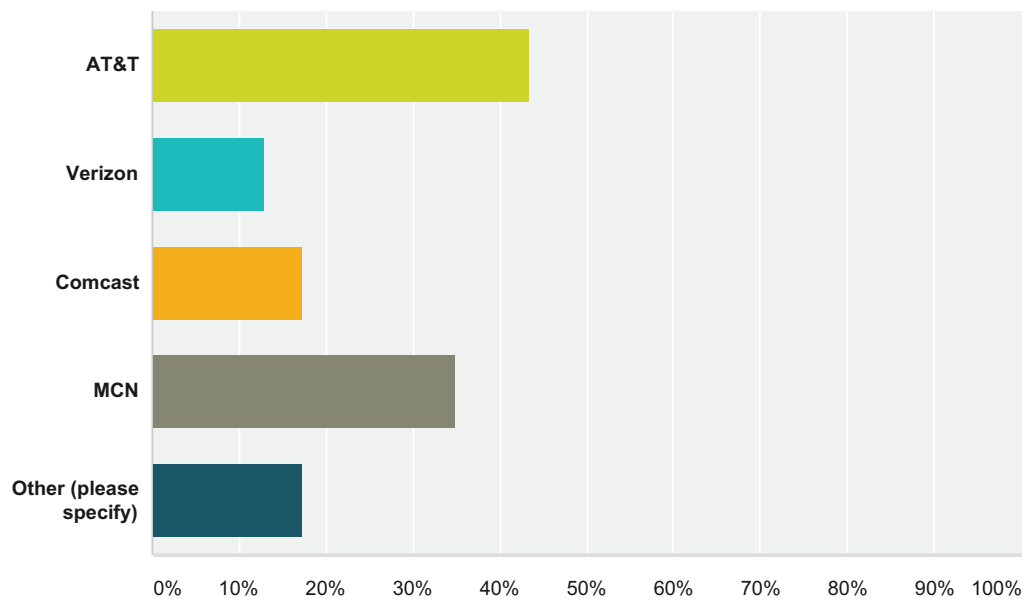
Answered: 23 Skipped: 29



Answer Choices	Responses	
a phone call	65.22%	15
in-person	17.39%	4
email	17.39%	4
Total		23

Q11 Which company did you ask? (you may choose multiple options if it applies)

Answered: 23 Skipped: 29

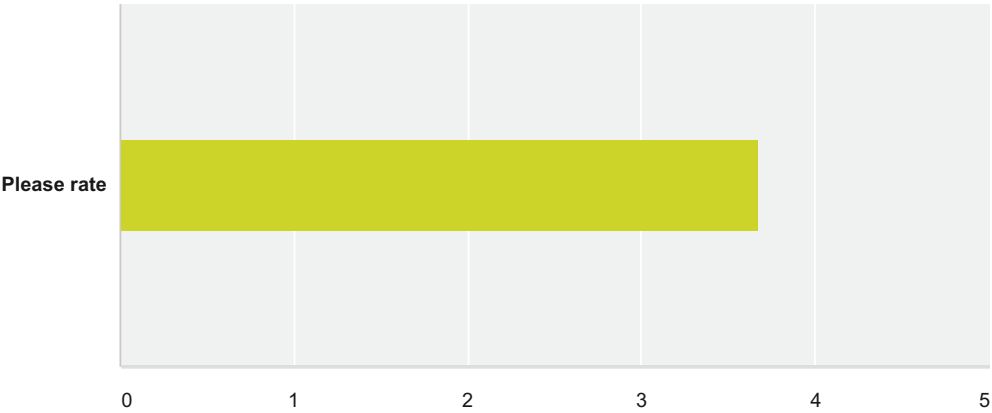


Answer Choices	Responses
AT&T	43.48% 10
Verizon	13.04% 3
Comcast	17.39% 4
MCN	34.78% 8
Other (please specify)	17.39% 4
Total Respondents: 23	

#	Other (please specify)	Date
1	radio	10/4/2014 2:57 PM
2	Ukiah wireless	9/26/2014 8:41 AM
3	US Cellular	9/19/2014 11:56 AM
4	Willits Online	9/10/2014 12:40 PM

Q12 How would you rate the process of receiving a status update on the incident?

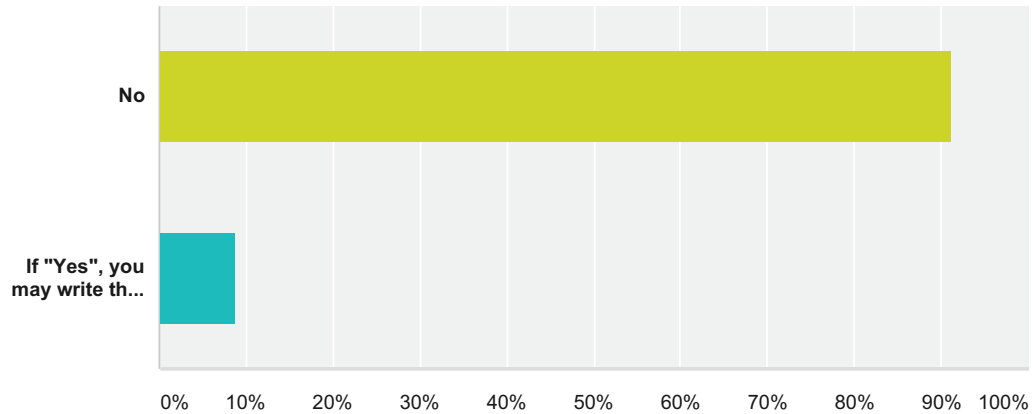
Answered: 24 Skipped: 28



	Very easy	Somewhat easy	Neutral	Somewhat frustrating	Very frustrating	Did not reach a representative	Total	Average Rating
Please rate	8.33% 2	25.00% 6	12.50% 3	12.50% 3	29.17% 7	12.50% 3	24	3.67

Q13 Were you given an incident ticket number or similar identification code for your incident report? If so, please write it down below:

Answered: 23 Skipped: 29

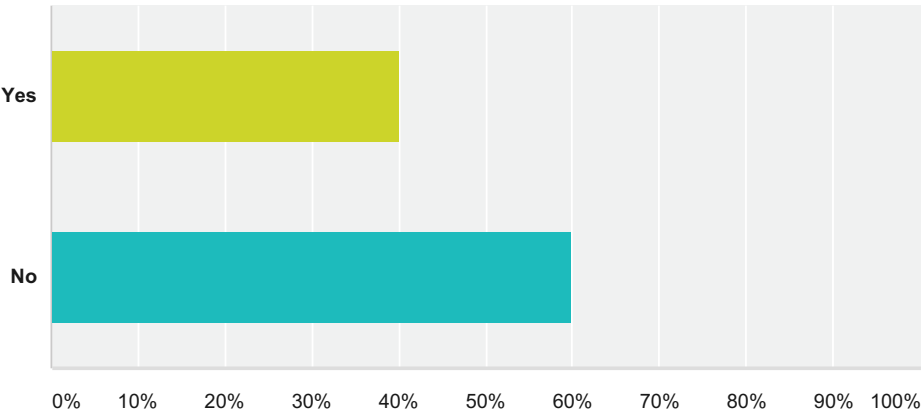


Answer Choices	Responses
No	91.30% 21
If "Yes", you may write the number here:	8.70% 2
Total	23

#	If "Yes", you may write the number here:	Date
1	lol I didn't keep that information. I guess I will from now on.	9/25/2014 4:29 PM
2	NRB 000007 185565	9/9/2014 9:15 AM

Q14 Did you ever receive a response?

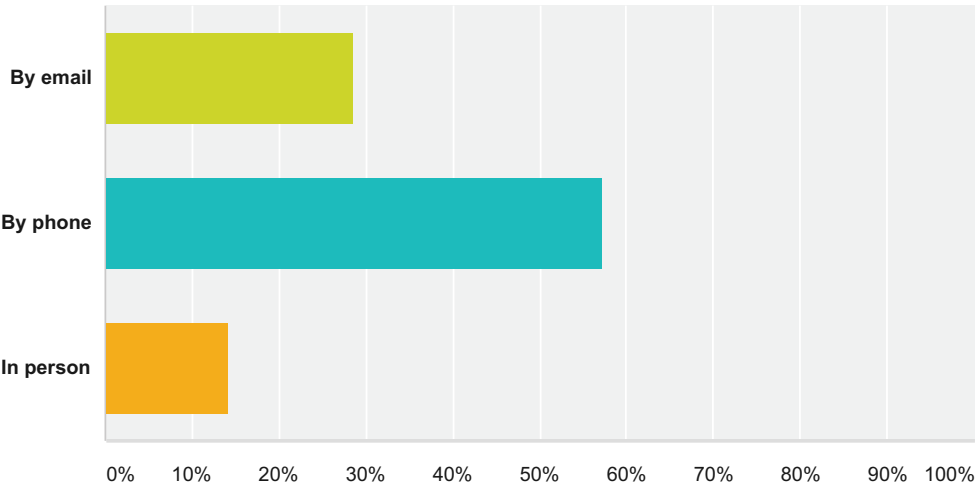
Answered: 20 Skipped: 32



Answer Choices	Responses	
Yes	40.00%	8
No	60.00%	12
Total		20

Q15 How did you receive your response?

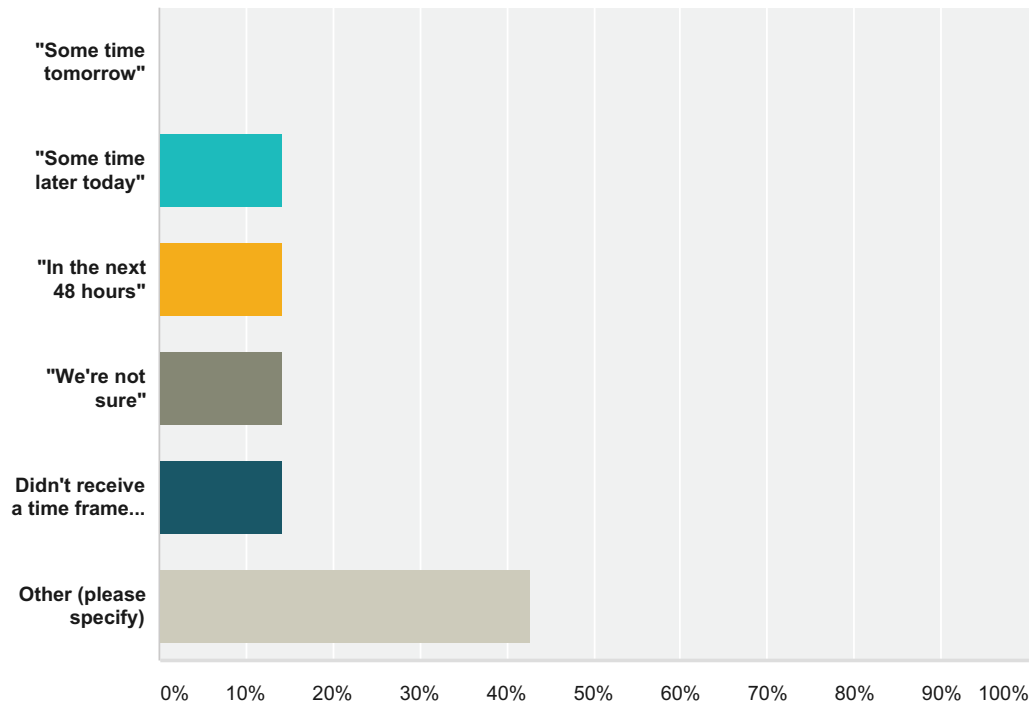
Answered: 7 Skipped: 45



Answer Choices	Responses
By email	28.57%2
By phone	57.14%4
In person	14.29%1
Total	7

Q16 If they gave you a response for a time frame of service restoration, what was that time frame?

Answered: 7 Skipped: 45

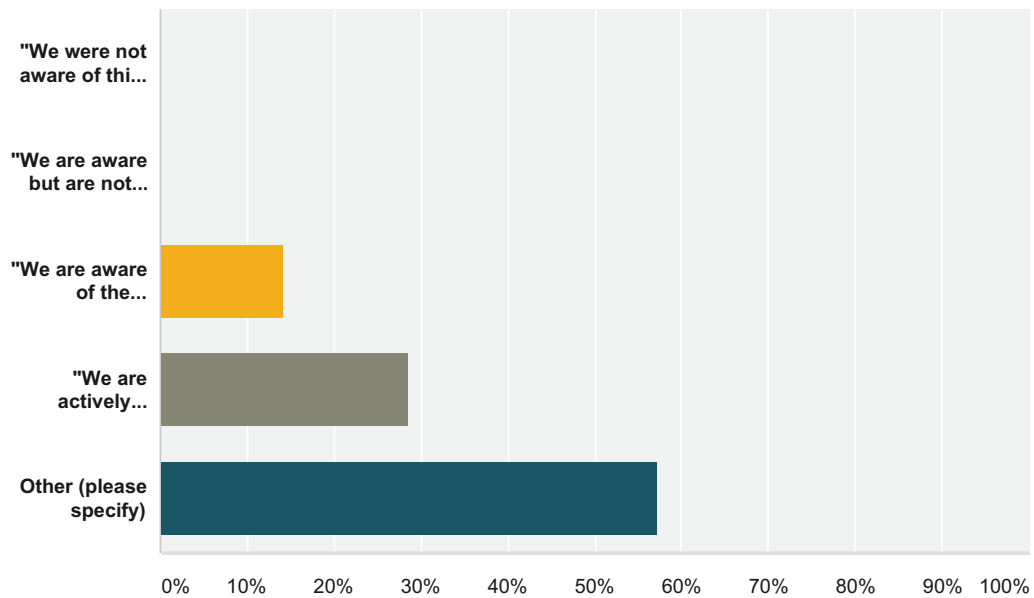


Answer Choices	Responses
"Some time tomorrow"	0.00% 0
"Some time later today"	14.29% 1
"In the next 48 hours"	14.29% 1
"We're not sure"	14.29% 1
Didn't receive a time frame for restoration of services	14.29% 1
Other (please specify)	42.86% 3
Total	7

#	Other (please specify)	Date
1	Don't remember	10/4/2014 8:13 PM
2	Next Tuesday.	9/25/2014 4:31 PM
3	2 responses--18 hours, 4 hours, came on about 3 hours after last message	9/10/2014 3:22 PM

Q17 What was the overall tone of the response?

Answered: 7 Skipped: 45

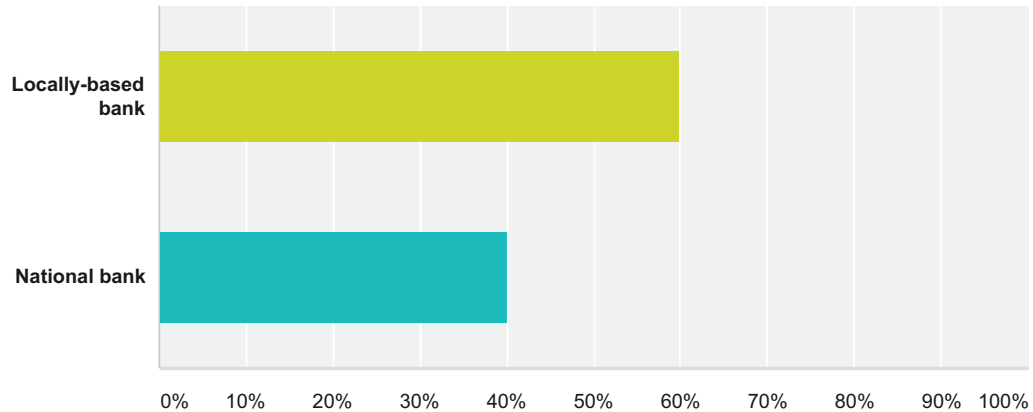


Answer Choices	Responses
"We were not aware of this situation"	0.00% 0
"We are aware but are not sure what's being done to fix it"	0.00% 0
"We are aware of the situation"	14.29% 1
"We are actively working to fix the situation"	28.57% 2
Other (please specify)	57.14% 4
Total	7

#	Other (please specify)	Date
1	Don't remember	10/4/2014 8:13 PM
2	The first guy from AT&T called and said it was fixed. It was not. The second guy returned to the door to tell us he had found the problem.	9/25/2014 4:31 PM
3	mcn was not getting accurate info from AT&T	9/12/2014 4:08 PM
4	Not aware of the situation and tried to say the reason was because my phone needing updating (which it didn't);	9/9/2014 9:19 AM

Q18 Did you lose banking services through a locally-based bank (such as Savings Bank of Mendocino County or Mendo-Lake Credit Union) or through a national bank (such as Wells Fargo or Bank of America)?

Answered: 10 Skipped: 42

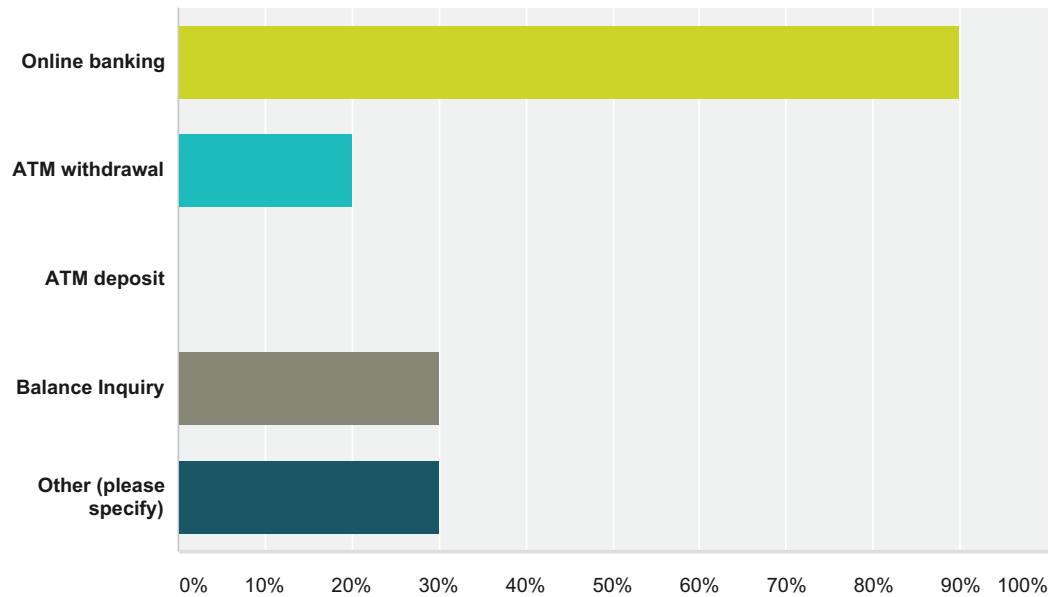


Answer Choices	Responses
Locally-based bank	60.00% 6
National bank	40.00% 4
Total	10

#	If "Local Bank", please specify which one	Date
1	savings bank of Mendo co	9/19/2014 6:16 PM
2	Savings Bank Of Mendocino County	9/19/2014 5:39 PM

Q19 Which banking services did you lose specifically? (you may check multiple boxes as applicable)

Answered: 10 Skipped: 42



Answer Choices	Responses
Online banking	90.00% 9
ATM withdrawal	20.00% 2
ATM deposit	0.00% 0
Balance Inquiry	30.00% 3
Other (please specify)	30.00% 3
Total Respondents: 10	

#	Other (please specify)	Date
1	credit card sales	10/10/2014 3:58 PM
2	The bank was holding deposits until they could enter them electronically which made paying bills very difficult!	9/21/2014 7:27 PM
3	Using Paypal to buy supplies for my jewelry business.	9/19/2014 6:16 PM

September 2015 Telecommunication Outage and the Impacts on Residents of Mendocino County



Aerial view of Big River Beach, Mendocino. Photo credit "Visit Mendocino"



North Bay/North Coast
Broadband Consortium

Broadband Alliance
of Mendocino County

December 2015

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Executive Summary

On September 3, 2015 at 9:55 a.m. fiber cable owned by AT&T located in a remote area of Mendocino County was cut by vandals, resulting in a widespread telecommunications network failure across the 3-county region of Mendocino, Humboldt and Del Norte counties, as well as possibly affecting areas of Sonoma, Lake, and Trinity. The lack of redundancy and diversity in AT&T's infrastructure and the dependence of other providers on AT&T's fiber, caused a loss of services for 24 hours across Mendocino County. This was the fourth outage in the county in the past 13 months. In August 2014 a 45-hour outage severely impacted 8 communities along the Mendocino Coast. There were two smaller outages in Covelo and Laytonville earlier this year. And most recently, on December 9th Humboldt County experienced an outage that caused loss of service to an estimated 90,000 residents.¹

The Sept. 3rd 2015 outage impacted services including Internet, mobile telephone, landline telephone, business processes such as fax and credit card processing and most critically, loss of 9-1-1 services from seven Public Safety Answering Points (PSAPs). Mendocino County Emergency Operations Center (EOC) was activated at level two at 10:45 a.m., re-routing all incoming 9-1-1 emergency calls to a secondary PSAP. Although re-routing of the 9-1-1 system occurred quickly, many people still could not call 9-1-1 or receive reverse 9-1-1 calls because the service remained out on their end. In the EOC center, OASIS Communication, a portable radio communication system, and satellite phone and internet were all activated; the Mendocino Ham Radio Team was activated and deployed to the EOC and hospitals. An Incident Command for California Highway Patrol and Cal Trans was established at Howard Forest. At 9 a.m. the following day, service was restored and the EOC deactivated.

The primary focus of this report is the impacts in Mendocino County. A 33-question online survey was launched four days after the outage to document impacts to residents and businesses, with 627 responses received. Broadband advocacy groups feel that it is vitally important to document these impacts to ensure that when policy makers are considering legislation on these issues, rural voices are heard and their concerns made a part of the policy discussions.

Survey responses verified that the outage affected 25 out of 28 zip codes in Mendocino County alone, with anecdotal evidence that the 3 unrepresented zip codes were affected as well. Survey results showed that 96% of respondents lost some or all forms of communication. 96.5% of the 364 business and organization/government respondents indicated that they were impacted, ranging from reduced capacity to function to having to close their doors, with 47% of businesses/organizations reporting loss of income. Mendocino County can't afford to continue to experience the consequences of outages. The toll is too high and even more severe outcomes than we have experienced so far are possible.

This report recommends changes to address these critical issues: 1) The connections of all AT&T in-county central offices and regional tandem offices should be fully redundant and

¹ Dec. 10th, 2015 Press Democrat article by Julie Johnston

diverse. 2) Redundancy and diversity should be supported by a competitive multi-carrier environment. 3) Emergency 9-1-1 PSAPs should be interconnected with an engineered solution that ensures that all dialed 9-1-1 calls always reach a staffed PSAP. 4) Mendocino County should develop and adopt countywide Broadband Goals and a Broadband Plan with specific strategies to meet these goals. 5) Fiber routes should be inventoried and any cabling that is currently un-secured should be secured. 6) Improvements in communications and protocols should continue to be developed with the incumbent Incumbent Local Exchange Carrier (ILEC), AT&T.

Introduction

On Thursday, September 3rd, 2015 at 9:55 a.m., the northern California coastal region experienced a telecommunications network failure that resulted in the loss of various services in the 3-county region of Mendocino, Humboldt, and Del Norte, affecting thousands of residents, businesses, and public agencies. This outage was due to a single-point of failure in inter-office facilities operated by the Incumbent Local Exchange Carrier (ILEC), AT&T California. The 96-fiber optical cable was cut/vandalized south of Ukiah along the North Coast Railroad Authority tracks near Henry Station Road, west of the Highway 101 corridor. The cable was located in an area where mudslides had previously occurred. The cable was raised out of the ground and secured by steel posts, leaving it vulnerable to vandals. Although AT&T maintains that all network information is proprietary and will not comment on it, it appears that AT&T routes traffic for all of its Mendocino County exchanges to / from the outside world via the tandem office in Santa Rosa, with the Ukiah Central Office serving as one of four trunked 9-1-1 hubs for the area. Thus, when the fiber was cut south of Ukiah and resulted in widespread outages, we can deduce that AT&T does not have the redundancy or diversity to re-route traffic to Santa Rosa, and the fiber cut isolated both the Eureka and Hopland remote switches. The Verizon exchanges are similarly routed, as they rely on the dominant in-region ILEC for transport.

Background of Public Switched Telephone Network (PSTN) Outages

Similar network failures have occurred in the recent past. Approximately 13 months ago (August 2014) a 45-hour outage severely impacted 8 communities along the Mendocino Coast. This outage was documented with a county Incident Report which was submitted to the California Public Utilities Commission (CPUC) and other agencies, including the Federal Communications Commissions (FCC). Smaller failures have occurred in Covelo (700 people, 3 hours on August 27, 2015) and Laytonville (Spring 2015). Outages with significant impact have occurred in Humboldt County as well. Most recently on December 9th, a widespread outage caused the loss of services for an estimated 90,000 residents, while earlier outages in 2006/2007 resulted in the addition of route diversity in the form of Route 36 (completed in 2011)² and studies for additional diversity on Route 299.³

² <http://www.neratech.net/docs/Blackout.pdf>

³ From a 2012 article (<http://www.northcoastjournal.com/humboldt/occupy-broadband/Content?oid=2166837>), it appears that several providers have leased fiber on this diverse Hwy 36 route: Suddenlink, 101Netlink, PG&G and AT&T. AT&T has not stated why this redundant pathway seemed to fail in this recent outage. The route 299 feasibility study is found here: <http://redwoodtech.org/sites/default/files/final-report-firstmile.>

Mendocino County Response

The loss of 9-1-1 services from seven Public Safety Answering Points (PSAPs) and loss of communications created a critical situation for the safety of county residents. Mendocino County Emergency Operations Center (EOC) was activated at level two at 10:45 a.m. re-routing all incoming 9-1-1 emergency calls to a secondary PSAP at the CAL FIRE Howard Forest station. Additional dispatchers were sent to Howard Forest to help with the increased call volume and to assist Howard Forest dispatch as they normally do not handle law enforcement emergency calls. In addition, an Incident Command for California Highway Patrol and Caltrans was established at that location. *Although re-routing of the 9-1-1 system occurred quickly, many people could not call 9-1-1 or receive reverse 9-1-1 calls because the service was out on their end.* Satellite phones were distributed by the Sheriff to emergency personnel around the county. Police departments in Ukiah, Fort Bragg and Willits, the Sheriff's Department, Coastal Valley EMS, Mendocino County Department of Education, the Mendocino County Executive Office, CalOES, and local fire departments were all notified and/or checked in with the EOC. Many began "high visibility" patrols. Ambulances and firefighters were deployed and stationed at local fire departments that did not have ambulance service. In the EOC center, OASIS Communication, a portable radio communication system, and satellite phone and internet were all activated; the Mendocino Ham Radio team was activated and deployed to the EOC and hospitals. Hospitals were also able to use walkie-talkies as an emergency protocol. The National Weather Service sent out an Emergency Alert Message, and all coastal radio stations were able to get the message out. The Sheriff's Office deployed an officer to find AT&T personnel to determine the cause of the outage and get an update/estimate for a time of reconnection of phone and internet services. AT&T crews were found in about an hour, but did not know a time of re-connection, but gave an estimate of 24 hours. Overall, the Mendocino County response was very positive, and it showed some major strengths: staff and personnel had proper training and consistently reported into the EOC.⁴

An AT&T crew worked throughout the night to repair the fiber break, and the Hopland switch was operational by 9:55 p.m. September 3rd and the Eureka switch by 8:45 a.m. September 4th. Services were out for an average of 18 hours.⁵ The Mendocino County EOC deactivated at 9 a.m. on September 4th, the following day. As of this writing, no one has been arrested in connection with this vandalism.

Purpose of Outage Survey

When these outages occur, they have very real impacts on residents and businesses that affect personal safety, economics, and emotional well-being. Broadband advocacy groups feel that it is vitally important that these impacts be documented to ensure that when policy makers are considering legislation on these issues, rural voices are heard and their concerns made a part of the policy discussions. For this reason, the Broadband Alliance of Mendocino County went online with a 33-question survey on September 8th, 4 days after the outage, to document

⁴ From County OES After Incident Reporting

⁵ From the AT&T press release regarding the outage; Appendix B

impacts⁶. The survey link was primarily shared via social media and radio announcements in the Mendocino County area⁷. The bulk of the 627 total responses were received within the first 13 days, although the survey remained open until October 12th. With a county population of 87,000, the number of respondents represents only a small fraction of the total population of Mendocino County (less than 1%) but given the widespread nature of results (more below) we believe the responses are a valid representation of the impacts that such an outage has on residents, businesses, and the community as a whole. The results from this survey, along with other sources of information such as the AT&T Incident Report, Mendocino County OES report, and information from newspaper articles form the basis for this report.

Scope of Affected Area and Services Lost

There is no accurate way to know exactly how many residents, organizations and businesses were affected by the outage. Mendocino and Humboldt counties alone have a combined population of 221,000, which means that tens of thousands of people were impacted at some level. AT&T has not released any hard numbers of customers affected; an AT&T spokesman has said that doing so “would encourage more vandalism”⁸. 74% of survey respondents provided their city and zip code, which provides important information about the scope of the outage. The vast majority of the zip codes (95%) were from Mendocino County, where the advertising of the survey was focused, although 21 surveys were received that represented 12 other zip codes and 5 other counties.⁹ Humboldt County was also impacted, and Lt. Wayne Hanson at the Humboldt County Sheriff’s Office was quoted in the *Times-Standard* “... that the problem spans areas all over the County” and their county OES opened up an on-line survey in the days following the outage.¹⁰ This information is supported by Humboldt Broadband Facebook posts on September 4th by 25 comments from people telling their outage stories.¹¹ A *Willits News* article reported that parts of Sonoma and Lake counties were also affected, although this is not verified.¹² Of the 28 zip codes within Mendocino County, survey responses were received from 25 of them. Of the three zip codes not represented in the survey, it is documented from personal communication with a business in one of these areas that they were very much affected.¹³ This evidence implies that the scope of the outage was extremely

⁶ Appendix A contains the complete list of survey questions and responses

⁷ The survey link was also shared on Humboldt Broadband Facebook page in a comment, which was probably why we received a small number of out of county responses

⁸ Lost Post Outpost article [Beyond Redundancy: Why Last Month’s AT&T Outage Sucked So Bad](#) by Ryan Burns / Friday, Oct. 9 @ 12:34 p.m. / Business , Technology

⁹ The six counties represented in the survey are: Del Norte, Humboldt, Lake, Mendocino, Trinity, and Sonoma.

¹⁰ <http://www.times-standard.com/general-news/20150903/fifth-update-phone-broadband-outage-caused-by-vandalized-fiber-between-ukiah-and-santa-ros>

¹¹ <https://www.facebook.com/groups/113207222027456/>; see posts from September 4th, 2015

¹² <http://www.willitsnews.com/general-news/20150904/mendocino-county-9-1-1-internet-and-some-cell-service-down>

¹³ The 3 areas in Mendocino County from which no surveys were received are Leggett, Navarro, and Piercy; direct communication from Leggett businesses verified that they were affected by the outage.

widespread in Mendocino County, with virtually every community impacted to some degree. AT&T is the primary ILEC throughout the county and many other providers (including Comcast and Verizon) have leased services from AT&T that were affected. The nature of the technology itself implies that if a few households report loss of a service such as a landline, then most of the households in that area have also lost the same service, whether they completed a survey to verify this or not.

Survey results show widespread loss or reduction of function in a variety of services, with the biggest loss being Internet at 87%. Other services impacted include mobile telephone (86%), landline telephone (61%), and business processes such as fax (23%) and credit card processing (18%). Especially troubling was the loss of 9-1-1 services from seven PSAPs, although the emergency re-routing system was operational within an average of 30 minutes and calls were re-routed to the CAL FIRE Howard Forest Office. However, even though the PSAP was functioning through this re-route, many people could not call 9-1-1 or receive reverse 9-1-1 calls for the duration of the outage, because the service was out on their end.

Question 3 (Q3) summary of services impacted

Q3: Which of your services were impacted? Check all that apply.		
Answer Options	Response Percent	Response Count
Landline phone - lost all service	35.9%	208
Landline phone - worked partially (some calls got through)	25.2%	146
Fax machine	22.8%	132
Credit card machine	18.3%	106
Home alarm system	3.6%	21
Cellular phone - lost all service	52.2%	302
Cellular phone - worked partially (text only, slow, dropped calls, inconsistent)	33.5%	194
Internet Service (wired or wireless)	87.0%	504
Satellite Internet	5.0%	29
Cable Television	7.9%	46
Other (please specify)	10.7%	62
answered question		579
skipped question		48

Service Providers Affected

From survey results, the top Internet service providers (ISP's) affected by the outage were Comcast (21.6%), AT&T (19.8%), Pacific Internet (1.4%), Mendocino Community Network

(8.9%), Sonic (3.8%), WillitsOnline (6.7%) and Verizon (2.3%). These service providers likely lease fiber from AT&T, and one point of failure has an impact across many other providers. It is noteworthy that there were three service providers who had zero *reports* of outage according to survey results: 101 Netlinks, Further Reach and CalNeva.¹⁴ These providers either lease diverse/redundant AT&T routes or have developed non-AT&T backhaul routes.

Safety Concerns of Residents

99.3% of respondents reported that they were impacted by this outage (Question 9), with impacts ranging from inconvenient to severely disruptive of their activities. Depending on their individual circumstances, this disruption ranged from having only a mild effect to one that caused high levels of distress.

Mendocino County is rural and many areas are remote. Losing all communication may be an inconvenience for a healthy adult who owns a car but for a disabled or elderly person who does not drive, telephone service is a vital safety net to keep in touch with family, medical staff, and friends. For this reason, even more so than in urban areas, when that service is not available, it causes considerable panic and distress for some residents and families.

Loss of communications was experienced by 96% of respondents. From Q11, 78.5% were cut off from most (46.8%) or all (31.7%) communications during this outage, including 9.2% who live alone. 57.4% said that they would not have been able to dial 9-1-1 should they have needed that service, which translates to 243 people. Q12 reports 3% (13 people) who replied that they needed to call 9-1-1 but could not. Luckily, there were no deaths due to this outage that we know of, but the potential was very real. Again, the number of people who took this survey represents only a fraction of people who live in the area impacted by the outage.

Question 11 (Q11) Summary of Communications Impact

Q11: If responding as a resident, please characterize the communications impact of this outage for you and your family (check all that apply)		
Answer Options	Response Percent	Response Count
No impact	3.8%	16
Cut off from all communication	31.7%	134
Cut off from all communication and I live alone	9.2%	39
Cut off from most communication	46.8%	198
I could not contact members of my family	55.3%	234
Members of my family could not contact me	56.5%	239
I could not contact 9-1-1 if I had wanted to	57.4%	243

¹⁴ There may be other providers who were not affected but not mentioned in the survey

I would not have been able to receive reverse 9-1-1 calls	47.0%	199
Comments		84
	answered question	423
	skipped question	204

The connection between loss of communication and potential safety threat is verified in Q12, where 87% of respondents felt the outage was a potential safety threat.

Question 12 (Q12) Summary of Safety Impacts on Residents

Q12: If responding as a resident, please characterize the safety impact of this outage for you and your family (check all that apply):		
Answer Options	Response Percent	Response Count
I do not feel that this outage was a potential threat to my family's safety	13.1%	56
I considered this outage a potential threat to my family's safety	56.6%	241
I consider this outage a serious potential threat to my family's safety	35.4%	151
I could not buy groceries and/or medicine that I needed to buy	12.2%	52
I could not get in touch with my doctor and I wanted to	12.4%	53
I needed to call 9-1-1 and I could not	3.1%	13
This outage caused actual harm to me or my family (please explain in comment box)	0.5%	2
Please describe actual harm:		29
	answered question	426
	skipped question	201

Here are a few comments that were received with this question:

- *"91 year old lady was unable to report heart attack symptoms or call 9-1-1. Fortunately her medication was on hand and helped. But caused much distress and fear. She is housebound too. She was unable to get refills of med for several days afterward.*
- *"I could not pick up medicine that I needed at Safeway because the doctor called it in, but they did not get it until the next day. My daughter is also prone to anxiety and panic attacks. This outage took all my calming measures with her to keep her from going into a full-f*

- *edged panic attack.* “My mother is 97 years and 10 months old and is sometimes alone where she lives. I call her every day to check on her since she has fallen in the past and uses a walker. She is fearful when she is alone and panics.”

Under Q15, 14% of residents said it was not distressing/anxiety producing, leaving 86% of residents for whom the outage was “distressing/produced anxiety” to various degrees.

In that group, 8.5% reported the outage as “very distressing/produced great anxiety”, which represents 36 people who took the survey for whom this outage presented a significant emotional toll. Multiply that by the number of people impacted who did not take the survey, and we get a sense of the larger impact for people whose personal safety is directly connected with being able to communicate.

Question 15 (Q15) Summary of Emotional Impact on Residents

Q15: If responding as a resident, please characterize the emotional impact of this outage for you and your family:		
Answer Options	Response Percent	Response Count
Not distressing/did not produce any anxiety	13.6%	58
Mildly distressing/produced some anxiety	52.0%	221
Distressing/produced anxiety	25.9%	110
Very distressing/produced great anxiety	8.5%	36
Final Comments on impact on your family:		59
answered question		425
skipped question		202

Impacts on Businesses and Organizations

Businesses need reliable and fast broadband to compete in the modern world. For businesses in rural areas, access and affordability by itself can be very challenging, and if their service is not reliable, it is an additional economic stressor.

364 surveys were answered as part of a business or organization. Over 65% of the respondents were either owners, CEOs, or in management (Q16). Under Q17, 38% of the businesses that responded were small (less than 5 employees), 10% were medium-sized businesses (5-15 employees) or non-profits, while 17% were large businesses (more than 15 employees). 17 different types of organizations were represented in this survey, such as

schools, health care facilities, financial institutions, government, public safety, tribal organizations, library, and social service organizations.¹⁵

Businesses and organizations were uniformly impacted by this outage. Of 342 who answered Q19, only 3.5% reported there was “no impact”, leaving 96.5% impacted ranging from reduced capacity to function to simply closing their doors because they could not function at all.

Question 19 (Q19) Summary of Business/organization Impacts

Q19: How did the outage impact your business/organization in general?		
Answer Options	Response Percent	Response Count
No impact (100% normal)	3.5%	12
Functioned at reduced capacity (75% of normal)	21.1%	72
Functioned at reduced capacity (50% of normal)	21.6%	74
Functioned at reduced capacity (25% normal)	26.3%	90
We could not function but stayed open	15.8%	54
We could not function and closed our doors	11.4%	39
We were forced to function at increased capacity	2.0%	7
Details		139
answered question		342
skipped question		285

Here is a sampling of the 139 comments that were offered in Q19, with “I was unable to work” being very common:

- *“We lost most business that day and all employees were sent home with no pay.”*
- *“It was our payroll processing day for over 800 employees and we could not process it.”*
- *“Credit/debit/EBT transactions were not workable. Even our landline backup for the credit terminals was mostly useless because of the traffic overload on the phone network. We operated on a cash-only basis, which angered some customers.”*
- *“Nearly all our activities are reliant on working phones and Internet connections. We stayed open to provide moral support to our clients who were distressed about the outage and the impact it was having to their businesses and personal lives.”*
- *“...any technology related presentations (which are common) were cancelled or postponed. Remotely held classes had to be cancelled as well. All business communication was dead save for internal email and some very sporadic / limited phone connectivity. For management and classified staff our ability to perform normal duties was below 25% of normal.” “I’m a telecommuter. I was completely unable to work due to the outage. I was completely out of contact with my office.”*

¹⁵ See Question 17 in Appendix A

- *"We had a Board meeting which couldn't take place due to lack of phone and cell and internet service. I drove across the county for the meeting and didn't know the service was out because I couldn't call anyone and no one could call me. No meeting could be held."*
- *"Inability to meet required timelines. Inability to contact some clients and service partners by phone."*
- *"We had constant alerts going off due to the inability of caregivers not being able to clock in or out. We were unable to reach caregivers to discuss schedule changes or schedule them for work. Seniors were frightened with no ability to make phone calls. Many of them not driving they were cut off from everyone. The paperwork was tremendous to document the clock and outs. The staff was stressed and couldn't get their normal work done with circuits being busy most of the time when they needed to make phone calls. Calls in to us were periodically not working. Calls out were just as bad."*
- *"Personally, I couldn't function as my textbooks are eBooks stored online to which I had no access. My course materials are distributed and assigned via an On-Line Learning Management System so neither students nor I could access assignments, prepare submissions, etc."*
- *"Lucky that I had a few dollars cash on me; I usually don't. My car was running on fumes; without cash, I would have been stranded. I couldn't buy groceries, though; no debit card, no more cash."*

Reduced ability to function translated into economic losses for almost half (47%) of the business/organization respondents.¹⁶ Specific dollar amounts of lost revenue from 44 businesses who provided such data (out of 119 businesses who said they lost revenue) estimated losses totaling \$118,910, which averaged \$2,702/business. 74 businesses could not provide an estimate, saying simply there was "no way to know", that it was difficult to quantify "lost opportunities" from customers not being able to contact them, or the cost of employees not being able to function, or how upset/unhappy customers translated into economic losses. Local attorney Bill Barnum opined in a *Lost Coast* article: "Imagine the millions of dollars of productivity we lost yesterday on the North Coast due to a lack of redundancy."¹⁷ Residents also reported that they were impacted economically, usually due to losing out on a day's work without always providing an amount. The total estimated loss of income for the 22 residents who did provide an amount was \$6,570, or an average of \$299/resident.¹⁸

Mendocino County was not able to provide an estimate of additional costs to the County for activation of all the emergency protocols and increased patrols that resulted from this outage.

The emotional impact of this outage on businesses was surprisingly greater than on residents; while 86.3%% of residents said it was distressing to some degree, 92% of businesses found it distressing to some degree. The highest distress level of "very distressing/producing great

¹⁶ Only 321 of the 342 businesses/organizations who said they were impacted answered this question, and of those 20% said economic losses did not apply

¹⁷ <http://lostcoastoutpost.com/search/?q=beyond+redundancy>; Oct 9, 2015 by Ryan Burns

¹⁸ See appendix C for "specific economic losses

anxiety” was 19.4% for businesses, compared to the residents’ percentage of 8.5%. This seems to indicate that the potential economic losses produce the highest stress levels, even higher than highest stress levels for residents related to potential safety impacts. The economic impacts were very real with quantifiable estimates of loss for businesses, while the safety impacts were “potential”. But, if this outage had been due to an emergency where there were injuries (such as an earthquake) these results would likely have been very different.

This final comment could very well summarize how many businesses perceived this outage

- *“The personal impact was a little stressful, but the business impact was VERY stressful.”*

1% of impacted people were non-residents (half visiting family, half on vacation), and the good news for the County is that none of these out-of-towners said that they were less likely to return because of the outage.

Availability of Information During Outage

Only 6% of residents felt that they were “well informed” during this outage, and almost a quarter felt like they were “not able to keep informed at all”. The majority of residents (70%) fell somewhere in the middle. Radio seemed to be the best way that people were able to get information (59%), with KZYX listed the most frequently followed by KOZT. Others drove to town, used social media (Mendocino County Sheriff’s Facebook page was frequently mentioned) or received email updates via the county if they were able. Considering the rural nature of our county and distances between population areas, with many people living in remote areas, we can do a better job of keeping people informed during such an outage with some simple recommendations. The County Office of Emergency Services is currently meeting with AT&T to discuss improvements in communications in an outage event, including providing 2-way contact information and land-line connections. As an example, AT&T was sending updates to radio station KZYX, via email, but the station Internet was down. If AT&T had been using their landline connection (only 36% of respondents lost ALL landline service), they would have been able to contact the station directly and give a verbal update. The OES reported that the Sheriff sent an officer out specifically to find the AT&T crew to get an update, which the officer was able to do in one hour. As these protocols and contact lists are developed they will be shared with appropriate agencies and the general public.

Conclusions and Recommendations

Well designed networks operate with redundancy and diversity in the background; when a network has a point of failure, the system automatically switches to the back-up routing with no glitch in connectivity. Typically, no one is even aware that an event has occurred except the engineers and technicians. However, in Mendocino County many non-technical residents are becoming versed in such terms as “redundancy” and “diversity”, because of our lack of it; these outages make residents feel vulnerable and that their businesses and communities are at risk. In the open-ended “final comments” section of the survey, 178 people offered up their final thoughts, and of these 44% (78 people) *specifically mentioned* the need for “redundancy” or

“back-up systems”¹⁹. Concerns were expressed that if this were a real emergency (earthquake, storm, prolonged outage, fire, terrorism, etc) our communities would be in *much* deeper trouble.

Last year’s outage report concluded with this general warning:

This report documents the impacts such an event can have on a community, and should act as a warning for all – communities, local government, emergency services, and regulatory agencies whose function it is to oversee these networks. A loss of communications capabilities puts everyone’s life at risk if they cannot place an emergency 9-1-1 call. What’s more, we feel strongly that this occurrence was unnecessary. There are simple ways to ensure a backup method of communication is in place in the event that a fiber-optic line is damaged

It is our hope that this report galvanizes regulatory agencies in California and in Washington, D.C. to require a backup method of communications to be in place. We expect the results of this survey will bring awareness to just how interconnected the modern world is. Finally, that the proper functioning of our communities is absolutely dependent on reliable, stable, redundant and ubiquitous broadband networks.

It seems like the warning in 2014 went unheeded. Or do the wheels of change turn too slowly to have prevented this outage? The question of “How do public safety issues, and at what scale, relate to the ability to bring policy changes at a regulatory/legislative or corporate level”, is one that needs answering. Until that answer is forthcoming, communities should discuss these issues at the county level, and take this issue into their own hands to find solutions. The magnitude of this year’s outage clearly demonstrates that needed changes, for whatever reasons, have not occurred, and that our northern California counties are not properly supported with reliable, redundant service delivered by the ILEC.

Recommendations

1. The connections of all in-county central offices and regional tandem offices need to be full redundant and diverse.
2. Redundancy and diversity should be supported by a competitive multi-carrier environment
3. Emergency 9-1-1 PSAPs should be interconnected with an engineered solution that ensures that all dialed 9-1-1 calls always reach a staffed PSAP.
4. Mendocino County should develop and adopt county Broadband Goals with input from county personnel from various departments (IT, public safety, OES, Schools, County administration), and also develop a Broadband Plan with specific strategies to meet these goals.
5. Fiber routes should be inventoried and any cabling that is currently un-secured (as was the cable for this outage) should be secured.

¹⁹ See appendix D for a list of ALL final comments; those with the yellow highlight mentioned “redundancy” or “backup”

6. Improvements in communications and protocols should continue to be developed with the incumbent ILEC, AT&T.

For these changes to occur, dialog and transparency with the local ILEC, AT&T must improve. Beginning talks have started, and they must continue and involve public safety officials and AT&T officials at the highest level possible. Communities have the right to know whether they have reliable telecommunications services or if they are at risk of network failure. If they are at risk, they should have access to affordable options that would ensure reliability. AT&T has claimed that such information is proprietary and that releasing such information could be a threat to national security²⁰ However, a news article in MIT Technology Review from September 2015 takes the opposite view - that knowing where fiber is, **is** important to national security. The Department of Homeland Security's project "Predict" is making some maps and data available to government, private, and public researchers. "Our intention is to help improve security by improving knowledge." ²¹

Currently, AT&T owns most of the fiber infrastructure in the county. We lack a robust competitive "multi-carrier" environment to ensure that alternative options are available for communities seeking redundant and diverse networks. With an AT&T corporate policy that prohibits leasing "dark" (wholesale, or unlit) fiber, the leasing of AT&T fiber is often affordable only to those companies that have competitive local exchange carrier (CLEC) status and can get CPUC-regulated rates. Only two providers in our county have CLEC status. That leaves other providers leasing lit circuits at high "retail" rates, or finding alternative backhaul. Even wireless providers must connect their networks to a fiber-based backbone to connect with the "outside world" at some point. If AT&T will not make more of their fiber available for an affordable lease, then other options must be pursued in order to bring the redundancy and diversity that is critically needed in the county, through more choices and competition.

California as a whole is behind 30 other states in the number of fiber providers and residential access to fiber services ²² California has 18 fiber providers who cover only 16% of the population. In comparison, Oregon, our neighbor to the north, has 49 fiber providers and they cover almost 77% of their population. For California as a whole to stay competitive, and for our rural counties to not be left behind in the coming "giga-bit" divide, it goes without saying that reliable and affordable high-speed Internet is essential. It will require communities - including their businesses and organizations, governments, and providers - to come together to solve this multi-faceted and complex problem with innovative ideas that are backed by the political will of local and state government and elected politicians.

Our County has abundant natural resources, and this beauty is the reason many of us live here. Our youth are also our valuable resource, and we need to find ways to ensure that they have

²⁰ Verbal comments by AT&T VP of external affairs on Nov. 12, 2015 meeting with Congressman Huffman

²¹ <http://www.technologyreview.com/news/540721/first-detailed-public-map-of-us-internet-backbone-could-make-it-stronger/>

²² <http://broadbandnow.com/Fiber>

economic opportunities, feel safe, and want to stay here and raise their families. Seriously consider this final comment from a local student: “While I am going to school here, I would pause before making a longer term commitment to staying in the area because I rely for work on email and cellular connectivity.” Let’s solve this problem for the benefit of our communities and our future.

Appendices

Appendix A: Survey Questions and Responses

Q1: Were you or your business/organization impacted by the Communications outage on Thursday, September 3rd, 2015?		
Answer Options	Response Percent	Response Count
Yes	96.0%	595
No	4.0%	25
answered question		620
skipped question		7

Q 2: For this survey, I am responding as a:		
Answer Options	Response Percent	Response Count
Resident (business questions automatically skipped)	32.4%	201
Part of a business/organization (resident questions automatically skipped)	17.3%	107
Both resident and part of a business/organization (answer both sets of questions)	50.3%	312
Out of town visitor (answer any that apply)	0.0%	0
answered question		620
skipped question		7

Q3: Which of your services were impacted? Check all that apply.		
Answer Options	Response Percent	Response Count
Landline phone - lost all service	35.9%	208
Landline phone - worked partially (some calls got through)	25.2%	146
Fax machine	22.8%	132
Credit card machine	18.3%	106
Home alarm system	3.6%	21
Cellular phone - lost all service	52.2%	302
Cellular phone - worked partially (text only, slow, dropped calls, inconsistent)	33.5%	194
Internet Service (wired or wireless)	87.0%	504
Satellite Internet	5.0%	29
Cable Television	7.9%	46
Other (please specify)	10.7%	62
answered question		579
skipped question		48

Q4: For Landline telephone, please identify your provider from which services were lost:		
Answer Options	Response Percent	Response Count
I do not have/did not lose landline telephone service (go to next question)	22.8%	112
AT&T (Pac Bell)	39.2%	193
Frontier Communications	0.6%	3
Verizon	6.9%	34
I don't know who my landline provider is	5.1%	25
Other (please specify)	25.4%	125
answered question		492
		135

Q5: For Cellular telephone, please identify your provider from which services were lost:		
Answer Options	Response Percent	Response Count
I do not have/did not lose cellular service (go to next question)	13.0%	71
AT&T	20.2%	110
Verizon	33.4%	182
US Cellular	22.0%	120
Sprint	0.4%	2
T-Mobile	1.3%	7
Vonage	0.0%	0
Track phone	5.3%	29
Other (please specify)	4.4%	24
answered question		545
skipped question		82

Q6: For Cellular telephone, please identify your provider from which services were lost:		
Answer Options	Response Percent	Response Count
I do not have/did not lose cellular service (go to next question)	13.0%	71
	20.2%	110
Verizon	33.4%	182
AT&T	22.0%	120
Sprint	0.4%	2
T-Mobile	1.3%	7
Vonage	0.0%	0
Track phone	5.3%	29
Other (please specify)	4.4%	24
answered question		545
skipped question		82

Q7: For Internet service, please identify your provider from which services were lost:		
	skipped question	Response Count
I did not lose my Internet service (go to next question)	7.6%	42
AT&T	19.8%	109
Comcast	21.6%	119
Central Valley Cable/Cal-Neva	0.0%	0
Frontier Communications	0.2%	1
Further Reach	0.0%	0
Instawave	0.2%	1
Mendocino Community Network (MCN)	8.9%	49
North Coast Internet	0.5%	3
101 Netlinks	0.0%	0
Pacific Internet	11.5%	63
SeaKay	0.4%	2
Sonic.net	3.8%	21
SuddenLink	0.2%	1
US Cellular	1.5%	8
Verizon	2.4%	13
Wave Broadband	0.0%	0
WillitsOnline	6.7%	37
Other (please specify)	9.6%	53
	answered question	550
	skipped question	77

Q8: If responding as a resident, how many people live at your house?		
Answer Options	Response Percent	Response Count
I will respond as part of a business/organization and not a resident (next set of questions will be skipped)	12.5%	66
I live alone	13.1%	69
2	43.5%	229
3	13.9%	73
4	9.1%	48
5	4.0%	21
6	2.1%	11
7	0.4%	2
8 or more	0.6%	3
Other (please specify)	0.9%	5
	answered question	527
	skipped question	100

Q9: If responding as a resident, please characterize the general impact of this outage for you and your family:		
Answer Options	Response Percent	Response Count
No impact; did not disrupt my activities	0.7%	3
Inconvenient; mildly disrupted my activities	17.5%	77
Inconvenient and moderately disrupted my activities	44.1%	194
Extremely inconvenient; severely disrupted my activities	37.7%	166
Other comments		126
answered question		440
skipped question		187

Q10: Please provide contact information. Minimum required is Line 5 (your town), but the other information would be very helpful. This information will be kept confidential.		
Answer Options	Response Percent	Response Count
Name	60.0%	281
Company	33.3%	156
Address	55.6%	260
Address 2	6.0%	28
City/Town	100.0%	468
State/Province	75.2%	352
ZIP/Postal Code	74.8%	350
Email Address	51.3%	240
Phone Number	41.5%	194
answered question		468
skipped question		159

Q11: If responding as a resident, please characterize the communications impact of this outage for you and your family (check all that apply)		
Answer Options	Response Percent	Response Count
No impact	3.8%	16
Cut off from all communication	31.7%	134
Cut off from all communication and I live alone	9.2%	39
Cut off from most communication	46.8%	198
I could not contact members of my family	55.3%	234
Members of my family could not contact me	56.5%	239
I could not contact 9-1-1 if I had wanted to	57.4%	243
I would not have been able to receive reverse 9-1-1 calls	47.0%	199
Comments		84
answered question		423
skipped question		204

Q12: If responding as a resident, please characterize the safety impact of this outage for you and your family (check all that apply):		
Answer Options	Response Percent	Response Count
I do not feel that this outage was a potential threat to my family's safety	13.1%	56
I considered this outage a potential threat to my family's safety	56.6%	241
I consider this outage a serious potential threat to my family's safety	35.4%	151
I could not buy groceries and/or medicine that I needed to buy	12.2%	52
I could not get in touch with my doctor and I wanted to	12.4%	53
I needed to call 911 and I could not	3.1%	13
This outage caused actual harm to me or my family (please explain in comment box)	0.5%	2
Please describe actual harm:		29
answered question		426
skipped question		201

Q13: Do you know someone or did you hear of anyone that was injured, suffered medical complications, or died as a result of not being able to make a 9-1-1 call during these internet and phone service outages?		
Answer Options	Response Percent	Response Count
No	97.5%	430
Yes	2.5%	11
If "yes", please describe details and contact information if known.		3
answered question		441
skipped question		186

Q14: If responding as a resident, please characterize the economic impact of this outage for you and your family		
Answer Options	Response Percent	Response Count
No potential nor actual economic impact	44.4%	186
Potentially economically harmful (but was not)	45.3%	190
Actually was economically harmful (provide an estimate of loss below)	10.3%	43
Please provide an estimate of economic loss		63
answered question		419
skipped question		208

Q15: If responding as a resident, please characterize the emotional impact of this outage for you and your family:		
Answer Options	Response Percent	Response Count
Not distressing/did not produce any anxiety	13.6%	58
Mildly distressing/produced some anxiety	52.0%	221
Distressing/produced anxiety	25.9%	110
Very distressing/produced great anxiety	8.5%	36
Final Comments on impact on your family:		59
answered question		425
skipped question		202

Q16: If responding as a business/organization, what is your role in the business/organization:		
Answer Options	Response Percent	Response Count
I am responding as a resident and not as part of a business (business questions will be skipped)	22.1%	103
CEO/President/Executive Director	9.2%	43
Owner	23.8%	111
Management	17.3%	81
Employee	21.2%	99
Volunteer	1.3%	6
Other (please specify)	5.1%	24
answered question		467
skipped question		160

Q17: Please characterize the type of business/organization that you are responding for:		
Answer Options	Response Percent	Response Count
Small business (1-5 employees)	38.1%	134
Medium business (5-15 employees)	9.9%	35
Large business (more than 15 employees)	17.3%	61
Non-profit	16.8%	59
Educational Institution	7.7%	27
Tourism related	2.6%	9
Government	12.2%	43
Public Safety Organization	4.3%	15
Tribal organization	2.3%	8
Health Care facility	4.0%	14
Library	2.0%	7
Park or natural area	0.6%	2
Financial Institution	1.4%	5
Food provider (e.g. grocery store)	1.4%	5
Senior organization (e.g. Senior center)	0.3%	1
Social service organizations (e.g. family resource centers)	2.3%	8
Other (please specify)	15.1%	53
answered question		352
skipped question		275

Q18: If responding as a business/organization, please provide your contact information. Minimum required: your name, organization name, town. The other information is really helpful so please include if you can.

Answer Options	Response Percent	Response Count
Your name	90.6%	288
Business or organization	92.1%	293
Business/org address	66.7%	212
Address 2	12.3%	39
City/Town	95.3%	303
State/Province	81.1%	258
ZIP/Postal Code	78.9%	251
Email Address	67.0%	213
Phone Number	61.9%	197
answered question		318
skipped question		309

Q19: How did the outage impact your business/organization in general?

Answer Options	Response Percent	Response Count
No impact (100% normal)	3.5%	12
Functioned at reduced capacity (75% of normal)	21.1%	72
Functioned at reduced capacity (50% of normal)	21.6%	74
Functioned at reduced capacity (25% normal)	26.3%	90
We could not function but stayed open	15.8%	54
We could not function and closed our doors	11.4%	39
We were forced to function at increased capacity	2.0%	7
Details		139
answered question		342
skipped question		285

Q20: If responding as a business/organization, what was the economic impact on your business/organization?

Answer Options	Response Percent	Response Count
Does not apply	20.6%	66
Applies, but there was no economic impact	42.4%	136
There was economic impact (75% normal business)	11.2%	36
There was moderate economic impact (50% normal business)	9.3%	30
There was strong economic impact (only 25% normal business)	16.5%	53
If possible, please provide a rough estimate of lost revenue \$		102
answered question		321
skipped question		306

Q21: If responding as a business, please characterize the communications impact of this outage for you and your business/organization:		
Answer Options	Response Percent	Response Count
The business/organization could not contact any employees	25.2%	79
The business/organization could only contact some employees	25.5%	80
Employees could not contact the business/organization	29.0%	91
Only some employees were able to contact the business/organization	21.0%	66
Customers/public were unable to contact us	81.8%	257
We were unable to contact customers/public	74.2%	233
Other comments		56
answered question		314
skipped question		313

A22: If responding as a business, please characterize the emotional impact of this outage for your business/organization:		
Answer Options	Response Percent	Response Count
Not distressing at all/did not produce any anxiety	8.0%	27
Mildly distressing/produced some anxiety	42.8%	145
Moderately distressing/produced anxiety	29.8%	101
Very distressing/produced great anxiety	19.5%	66
Comments		43
answered question		339
skipped question		288

Q23: If responding as a business, please characterize the potential safety impact of this outage on your organization/business:		
Answer Options	Response Percent	Response Count
I do not feel that this outage posed any threat to my safety or that of my employees.	30.2%	100
I considered this outage a potential threat to my safety and/or employees.	42.9%	142
I considered this outage a serious potential threat to my safety and/or employees	17.8%	59
I considered this outage a potential threat to my customers	23.3%	77
This outage caused actual harm to me or my employees	0.6%	2
Please provide details if harm was inflicted		36
answered question		331
skipped question		296

Q24: Do you know someone or did you hear of anyone that was injured, suffered medical complications, or died as a result of not being able to make a 9-1-1 call during these internet and phone service outages?		
Answer Options	Response Percent	Response Count
No	98.0%	340
Yes	2.0%	7
Please provide details and contact information if available		5
answered question		347
skipped question		280

Q25: If you were an out of town visitor, what county were you visiting at the time of the outage?		
Answer Options	Response Percent	Response Count
Does not apply	97.5%	270
Mendocino	0.7%	2
Humboldt	0.7%	2
Lake	0.0%	0
Sonoma	0.0%	0
Del Norte	0.4%	1
Other	0.0%	0
Other (please specify)	0.7%	2
answered question		277
skipped question		350

Q26: If you were an out of town visitor, does this outage impact your desire to return to this county? (check all that apply)		
Answer Options	Response Percent	Response Count
Does not apply (I am a resident)	98.9%	274
I am visiting family	0.4%	1
I am here on vacation	0.4%	1
No effect on my desire to return (please indicate which county)	1.1%	3
I am slightly less likely to return (please indicate which county)	0.0%	0
I am moderately less likely to return (please indicate which county)	0.0%	0
I do not plan to return	0.0%	0
Which county were you visiting and other comments:		2
answered question		277
skipped question		350

Q27: How long were your services out?		
Answer Options	Response Percent	Response Count
0-6 hours	7.1%	34
6-10 hours	17.1%	82
10-15 hours	18.8%	90
15-20 hours	31.7%	152
20-25 hours	21.3%	102
More than 25 hours (please specify in comments)	4.0%	19
Hours your service was out		94
answered question		479
skipped question		148

Q28: How well were you able to stay informed of the outage at the time?		
Answer Options	Response Percent	Response Count
I was not able to keep informed	24.8%	121
I was able to stay informed a little bit	48.5%	236
I was able to stay moderately informed	20.7%	101
I felt well-informed	6.0%	29
answered question		487
skipped question		140

Q29: If you were able to stay informed, what was the primary way this was achieved?		
Answer Options	Response Percent	Response Count
Local radio	59.2%	222
I talked to neighbors	24.3%	91
Telephone	8.5%	32
Internet	17.3%	65
I drove to town to get news (how many miles, where did you go)	11.2%	42
Others drove to me (who)	3.5%	13
Please provide details that apply: which radio station, where did you go in town (fire station, grocery store, etc), how many miles, who came to your door (family, Sheriff, etc)		218
answered question		375
skipped question		252

Q30: Did you try to contact your provider to get information?		
Answer Options	Response Percent	Response Count
Yes	42.1%	204
No	57.9%	280
Which provider did you try to contact?		194
answered question		484
skipped question		143

Q31: If you tried to contact your provider, how would you characterize the information about the outage you were able to receive? (check all that apply)		
Answer Options	Response Percent	Response Count
I did not try to contact my provider	50.8%	222
I was not able to get through to my provider (How many times did you try?)	24.7%	108
I was able to get through, but did not receive any helpful information	9.4%	41
I was able to receive some helpful information from my provider	10.3%	45
I was able to receive very helpful information from my provider	2.7%	12
Overall I was very frustrated	13.7%	60
Please supply some additional details		124
answered question		437
skipped question		190

Q32: Do you have any other final comments or thoughts that were not covered by this survey?		
Answer Options	Response Percent	Response Count
No	65.5%	309
Yes	34.5%	163
Final Comments		178
answered question		472
skipped question		155

Q33: Would you like your email (provided in Question #10) to be added to the Broadband Alliance of Mendocino County email list to receive notes from our monthly meetings and other information updates? (Your email address will be protected)		
Answer Options	Response Percent	Response Count
No	65.9%	321
Yes	30.8%	150
Yes but use a different email address than the one I provided earlier	3.3%	16
Provide email		55
answered question		487
skipped question		140

Appendix B: AT&T Overview of Outage

Vandals Cut AT&T's Major Fiber Cable in Ukiah - AT&T Quickly Restored All Services

Overview

On the morning of Thursday, September 3, 2015, vandals possibly in search of fiber severed a major interoffice fiber cable that connects Central Offices and is located just south of Ukiah. The damage affected services for a number of wireline and wireless customers in portions of Mendocino, Humboldt, and Del Norte Counties. Following AT&T's protocols for monitoring and responding to outages, 911 Call Centers affected by the fiber cable cut were quickly identified and inbound calls were rerouted at the direction of each call center until services were restored.

AT&T work crews overcame significant obstacles posed by the remote location of the damage, including cold weather and the presence of rattle snakes, working through the night to minimize the duration and impact of the outage to the communities we serve. All wireline services were restored in just over 24 hours, Friday morning, while wireless service restoration was completed by mid-afternoon the same day at about 2:30 PM.

Impacts

The fiber cable cut outage affected wireline services in Mendocino and Humboldt Counties. Two remote switches were isolated in the outage: Hopland and Eureka. Customers in these two areas had dial tone but could only make and receive calls within their respective local switching areas - there was no inbound or outbound calling beyond the respective local areas, including calls to 911. The Hopland switch was restored at 9:55 PM on Thursday and the Eureka switch was restored at 8:45 AM on Friday.

The Mendocino County Sheriff, Ukiah Police Department, and Willits Police Department were temporarily isolated from the 911 network from 25 minutes to one and a half hours. Within 25 minutes of the outage, AT&T began to implement reroute solutions for calls to these call centers, sending 911 calls to Cal Fire in Willits. Customers had dial tone and could make all inbound/outbound calls but did not have access to 911 calling from the time of the fiber cable cut (9:40 AM) until reroutes were in place (between 10:05 AM and 11:10 AM).

The outage impacted AT&T Mobility's wireless customers in Mendocino, Humboldt, and Del Norte Counties. Callers would have experienced degraded or no service.

Restoration

AT&T's restoration efforts started when alarms at AT&T's operation center identified heavy impact related to a fiber optic cable cut at 9:40 AM on Thursday, September 3, 2015. By 10:45 AM, initial field crews were dispatched to investigate and by 4:55 PM the specific outage location was found. The cable cut occurred in a remote area south of Ukiah that is difficult to reach. The nearest road to the area is a twenty to thirty minute walk away. Technicians teamed up with a local fire department's railroad trolley operator, who used the adjacent railway to haul in power generators, fiber fusing machines, building cases for splicing, a backhoe, and all the new fiber that would be needed for repairs.

With the necessary equipment in place the crew began splicing the 96 fibers of the severed cable and worked through the night using light and power from generators while fending off against rattle snakes and without any space heaters. By sunrise the following morning, the crew had restored most services and a relief crew arrived to complete the remaining work.

The fibers serving 911 call centers were prioritized for splicing and complete restoral of wireline services was accomplished about 24 hours after the outage. Impacted wireless services were fully restored later that day Friday by mid-afternoon at about 2:30 PM.

Historic analysis of AT&T's network in Mendocino and Humboldt Counties shows it performs at a high level, providing consistently reliable service over the years. From January through December 2014, AT&T received an average of only 2 trouble reports per 100 lines served by AT&T in the two counties, which is well within the CPUC's guidelines. We see similar results in 2015. Additionally, the network is continually evolving with new fiber routes that, whenever possible, are able to utilize spare capacity to backup preexisting routes. As a result, some of our facilities are routed with greater pathway diversity than others and, consequently, some customers experience greater protections against damages to our network than others. In rare instances, customers with large facilities in need of a greater level of service protection will purchase local access or end-to-end route diversity offerings where available.

Vandalism

Acts of vandalism and attempted copper theft are an unfortunate reality communications companies face and which AT&T works closely with police authorities to manage. Tampering with phone networks is a violation of federal and state laws and AT&T is cooperating with law enforcement agencies to identify and punish offenders. This is a serious matter that affects public safety and the community at large. AT&T is offering up to a \$10,000 reward for information that leads to the arrest and conviction of those responsible for this attempted copper theft or other vandalism near Ukiah.

Appendix C: Specific Economic Losse

	Q20 -Business losses		Q14 Residential losses
	\$25,000		\$100
	\$4,400		\$2,000
	\$2,500		\$500
	\$500		\$85
	\$150		\$100
	\$1,200		\$200
	\$200		\$200
	\$210		\$135
	\$800		\$400
	\$10,000		\$200
	\$2,000		\$200
	\$400		\$100
	\$20,000		\$400
	\$300		\$100
	\$10,000		\$300
	\$6,000		\$350
	\$2,000		\$100
	\$200		\$100
	\$1,000		\$300
	\$500		\$250
	\$200		\$450
	\$300		
	\$350		
	\$450		
	\$2,000		
	\$1,000		
	\$2,500		
	\$100		
	\$1,000		
	\$250		
	\$500		
	\$100		
	\$2,500		
	\$500		
	\$200		
	\$1,000		
	\$400		
	\$1,000		
	\$100		
	\$100		
	\$2,500		
	\$4,000		
	\$6,000		
	\$4,500		
TOTAL	\$118,910	TOTAL	\$6,570
Average	\$2,702.50	Average	\$306

Appendix D: Final Comments from all Survey Respondents

Final Comments (answered question 472; 178 provided comments; 78 (highlighted in yellow) mentioned need for redundancy/back-up	
1	I think the poor communications infrastructure hampers economic growth in the county. While I am going to school here, I would pause before making a longer term commitment to staying in the area because I rely for work on email and cellular connectivity.
2	We are a rural community and this could have been a disaster if there was a real 911 situation!
3	1 What ever loving fool routed all the internet traffic from supposedly independent service providers? there should be no way that a Comcast outage should affect AT&T or Verizon - someone got cheap and thought they could route all the fiber along the railroad tracks (probably buying bandwidth from the line owner) without thinking of any path redundancy
4	We are a 3rd World Country when it comes to the Internet and providing this EXTREMELY VITAL Service to the population. The Pentagon wastes TRILLIONS of Dollars for Decade piled on Decade and the American Population is treated like Serfs to the Lords of the Military. SPEND THAT MONEY ON OUR INFRASTRUCTURE!
5	It's absolutely insane that a tweaker looking for copper (glass fiber optics...) can cut off all communication for multiple counties and 7 911 call centers.
6	I am lucky that my POS system works on an internal network so that our functionality stayed relatively intact. However, a long term outage would really effect our ability to take credit cards, produce reports, do banking, stay connected with employees, customers, etc.
7	2 In the current state of reliance on telecommunications and Internet, it is irresponsible that this area does not have a significant backup connection to the outside world.
8	Was a good lesson about the value of maintaining some traditional landlines. Many people were surprised about the impact to cellular services.
9	3 We need more reliable services (cell, cable, phone) in the rural areas. We need diversity of services!
10	4 we need a work around system so that one cable does not take everything out
11	5 After this outage, it was evident that our public safety is in jeopardy due to no communication, our business world can be shut down in a second and the communication we depend on with friends and family can be unavailable without notice. There are severe consequences for leaving a fiber optic cable above ground where it can be suddenly destroyed. A backup system is needed desperately in the north coast area to help ensure that this never happens again!
12	6 The State needs to pass laws requiring providers to ensure redundancy or otherwise have a back-up plan to ensure emergency communication is not compromised. Local telco's need to have a system that maintains local connections to land lines, cells, so that local communication is not compromised if out of town communication goes down.
13	7 I recently moved from Southern California (Los Angeles) and find it appalling that we don't have proper communications redundancy here in Lake and Mendocino Counties. Service providers should be able to provide better service than that and it should not require a formed organization to try and pressure those providers to provide proper service. That said, I appreciate everything that the Broadband Alliance is doing to improve the state of communications in our local communities.
14	Don't understand how all county calls would go to a real estate office in Benecia, and they would not get official instructions as to what to say to people, and that it wasn't rerouted quickly.
15	strange that I didn't notice any problems. My internet service provider is DSL through Pacific Internet (although I understand that it's actually an AT&T service)
16	More evidence of unsafe inadequate service.
17	8 It is unacceptable to lose 911 ability. There must be redundancy in this system. +.
18	Question 7 seems to be missing a component
19	9 There needs to be redundancy in communications. Please help us stay safe by helping this to happen.
20	10 we need a redundant system here on the Coast.
21	11 It is unconscionable that there is no redundancy in the system. This is particularly true for emergency services, but losing service has a significant impact on businesses located in the area.
22	12 Thank you for collecting this information. We should have back up infrastructure to minimize this type of outage.
23	13 A system without redundancy is not a system. It's just an anomaly.
24	14 i think we need a backup system. the banks, the shops where I shop, all were disabled for the day.
25	i was away.
26	15 It's unthinkable that the infrastructure is so weak that one incident can take out such a large area for such a long time. Something needs to be done to increase redundancy.

27		Decentralized communication networks are perhaps a better idea than reliance on a single cable that, when damaged, can affect such a widespread area.
28		Thank you. This is important work. Our society is so dependent on the internet & yet our service is so fragile!
29	16	AT&T should be required to install and maintain an automatic backup system. AT&T should be required to pro-rate all billing to reflect the period that they were not providing the service they are being paid to provide, as should all others who did not provide service during this time.
30		Service has still not reached pre-outage levels. All we know is what the Ukiah Daily Journal has reported, and it's not covering the intermittent state of the service. I try to work after midnight in hope of getting response, but often don't.
31	17	We clearly need redundancy of 911 services. If a fire had started, we would have had a disaster on our hands.
32		It was quite frightening to realize that one "simple" thing could put a community in such a helpless situation for so long. It was apparent there was nothing in place to be able to communicate effectively when needed in this type of serious emergency. The agency I work for serves our community, community members that are in need of help, some, very serious help. They were put at great risk had they needed our services and were unable to receive them and/or communicate their needs.
33		It would have been difficult to continue service to our families and children in a prolonged outage. Not sure if it would have been safe or responsible.
34	18	Like others, I think there should have been redundancy installed in the system after the last disastrous outage. This is so crippling to the economy for businesses who rely on internet for just about everything from communication, credit card processing and security systems. I wonder if this had happened near San Francisco or Los Angeles, how long would their services have remained down? I also wonder, why was a crucial fiber optic cable left unattended above ground where someone could damage it? lots of questions and from AT&T: nothing.
35	19	Ironically the Internet was supposed to be built with redundancy in mind. Assuming that Fiber Optic cable is a part of the internet infrastructure things aren't going so well. This seems to be because we have to rely on only one company to provide the fiber infrastructure and are thus at their mercy as far as a more robust system is concerned.
36		My landline worked fine throughout. Clearly the redundancy in that network helped in this outage.
37		We were out of town when the event occurred.
38		My sister was visiting it was very stressful for her. I
39	20	It's scary to hear that one cut cable could black-out such a large area. I did hear conflicting reports of the origin of the black-out. Some said that the cable cut was in Chico, others said it was in Marin County, yet others said it was in Fort Bragg. Either way, we need better backups.
40		I want to laud Seakay, my internet provider. It is small, local, non-profit and run by "real" people. I assume it didn't go out because it provides its own equipment and doesn't depend on the big corporations. My cell phone bounces off both a US Cellular and a Verizon tower, depending on where I am in the house. Neither one could provide me with service. It was quite the eye opener to learn how easily vulnerable we are to the quick snips of a vandal.
41	21	I support the efforts to get Mendocino County some redundancy and a more secure communication system.
42	22	We should not be dependent on one unique line of communication, there should be a redundant network, even in rural areas!
43		This outage did not impact me as much as others but I think it is unacceptable that it can occur because of vandals. We need to protect our internet service lines
44		We are so dependent on these intangible services. The fiber optic cable for phone; and in our case, 100% dependent on the satellite system for internet / email.
45	23	1. Why was that important of a cable left above ground? 2. Where is the redundancy? 3. Why do we have the capacity of a 3rd world country?
46	24	When communications and core work functions require internet and phone connectivity, they are an essential utility and lifeline. Outages are not an option for basic communications. The apparent lack of security for a connection serving around 100,000 people and the corollary lack of redundancy for such a critical link is unacceptable.
47	25	It is absolutely ludicrous that NW California has no redundant fiber optic cable to route communications in case of an outage such as the one on September 3rd, 2015.

48		There should be an alternate way to get information to communities in these situations (non-emergency broadcast issues).
49		My husband and I are using Further Reach and so were not affected by the outage. However our local library was affected. And our Manchester School which I think has a contract with AT&T.
50	26	We pay for and configure redundant service connections to prevent a single service failure from completely severing our connectivity, but AT&T doesn't take the same precautions. Many of the services we utilize rely on AT&T at some point in the process, so it effectively negates our efforts when the major communications provider in the area doesn't take the same precautions that we attempt to take. All this while I hear about other parts of the country getting Fiber connectivity for nearly the same price we are paying for T1s. It is very frustrating.
51		This just shows how dependent we are on our cell phones and internet.
52	27	It seems crazy that with one fiber cut, 911 emergency services, ATMs, banks, post offices, schools, hospitals, fire stations and other essential services in 3 counties can be rendered useless. There absolutely needs to be a back-up communication system, if only for these essential services. Loss of wages was frustrating and inconvenient, but not being able to communicate with my family and 911 services was scary. This is happening altogether too often! There must be a resolution, and soon.
53	28	I thought the taxpayers paid for a redundant cable or fiber optic several years ago so that this kind of a thing would not happen.
54	29	It is unacceptable that there is not a back up...twice in a year is crazy to lose service!
55		I work with children and power outage is of concern. The inability to communicate with families is a strong concern.
56		In the future, that has to be a reliable, dedicated method of producing information. Radio seemed the most accessible, but there was no information being broadcasted...
57		The repaired section of cable remains above ground and exposed to potential future vandalism. Previously that same section had been damaged by landslide while buried. This is also an event that could re-occur. The area is not easily accessed by repair crews. We should not have such a large portion of our communication entirely dependent on a single cable path.
58	30	Why is internet, land line, and cell service all affected by this incident of domestic terrorism. (I do not believe this was vandalism.) Clearly Mendocino county residents are not adequately protected from identical further acts of "vandalism". Where is the backup and redundancy???
59		There needs to be a way to have radio stations play a key part in situations like this. Like the old days. Many radio programmers now get info from www to announce, but if www is down, then what? Prepare for this lapse in communication.
60	31	We need redundant fiber optic systems.
61	32	The redundancy expected (implied) by the government-funded fiber optic cable running east-west failed for most ordinary customers of AT&T. AT&T should be compelled to provide service to all subscribers on that system, rather than only a few high-demand users.
62		Hope they find out who did this. It could have caused possible deaths and also have possibly had others needing medical aid to have to go without. LET ALONE THE POSSIBLY OF ADDED FIRE PROBLEMS WHICH GOODNESS KNOWS MENDOCINO COUNTY CERTAINLY DOES NOT NEED. We were very fortunate to have telephone at our house and internet service, but we don't have cell phones.
63	33	It is essential to the health, safety and well being of residents and visitors in our Fire Department response area for there to be redundant, back-up systems to ensure that the 911 system remains fully operational at all times.
64		we need an updated system with buried lines.
65		US citizens pay too much for inferior phone, internet & television service compared to other countries.
66		We need to get much more prepared for emergencies before El Nino hits, if it does, or the next climate change catastrophe. Also, I think our local emergency services should do a better job informing folks as to what is going on.
67		Thanks for collecting and using this info to push and make the case for the needs and entitlement of rural Californians. ATT should be severely fined for their behavior which caused us, for a second time, to cope with the consequences they are clearly not motivated to acknowledge. It's a revolting and anti-democratic arrangement all 'round.
68		We need better radio information/coverage. I am a radio listener & I had it on most of the day & not once was there any info about the outage. It was in the paper the next day.

69		My provider is SeaKay and we experienced NO problems that day.
70		Please try to get other providers out in this area as AT&T is horrible not only in what we get as far as internet but their customer service when things go wrong. I heard that Wavecable might make its way to the coast, I sure hope so because prices, service and customer service is great with this company!!!!
71	34	System redundancy should be implemented. Ultimately, broadband/high speed internet service should be provided to all rural areas.
72		Not strictly related to the outage. It's frustrating to live in a pocket of the county that lacks cell phone coverage. I hope the Broadband Alliance will continue to work on getting more complete coverage.
73		The police report that it was copper vandals that cut the fiberoptic cable, but in fact, they don't know. It might have been tweakers looking for copper to sell for another hit, or it might have been terrorists. Or it might have been teenagers, or zombies, or anarchists. The facts are unknown, and the police provides a mythical story so that the public doesn't get upset. Even if all the facts were published in the newspaper, a history of lies covering up what was really important results now in a lack of faith in the media. I find it hard to believe anything published by the media or by politicians' spokespeople. They are all trying to pacify the public instead of telling us the hard facts.
74	35	this is the 2nd time this has happened. we must have redundant lines so we have a back up in case this happens again. we cannot keep on being cut off like this!
75		Yes since you didn't ask me any thing how rude!!! In city limits I was without of cable for 3 hrs. I was out from my cell phone for 18 hours but I was able to call my daughter who live out side our area due to MA Bell land line still worked! My voice should still be heard. #4 because I don't have a ? #10
76	36	Shouldn't there be some level of redundancy and/or rerouting for Mendocino County?
77	37	I understand that is has happened many, many times already.....seems to me, there's been plenty of time to have a back up plan ready so that we are not without emergency services or our banks or our gas stations.
78		Yes! Can we please get with the times and secure our internet!!
79		This event made me aware of how vulnerable we are when a single event can have such wide spread consequences. ATT was trying to force me to convert my office land line to fiber optic. I stopped that process. I had just a week earlier been forced by ATT to convert my home phone service to fiber optic and that system completely failed. I do not feel ATT has lived up to it's responsibility to provide the safest possible service to the public. Even though it is a private company it has certain responsibilities as an integral public and emergency service. The Standard of Care has not been met.
80		A great deal of consideration needs to be given to this problem. The criminal element is very quick to pick up on things like this. They are going to realize we don't have 9-1-1 service and then the public is at their mercy. Ham radio's are not a solution!
81		When someone calls they need to say the reason for the outage and updates of when it will fixed not just the standard within 24 hours. I had to poush and push to get the reason for the outage.
82	38	A secondary system is very necessary to this community. I'm glad to not have had an emergency. If the Internet is down, many have no way to contact emergency services.
83	39	We need redundancy! We must not rely on single companies to do this. They fail, as did AT&T in this case.
84		Because my TV was working, could someone have used the TV emergency warning system with information? Would reverse 911 have worked?
85		This event shows me how much we rely on cell and Internet for everyday connection with the world!! It felt like we were living back in the 1970s!!
86		(redacted for privacy)... He uses our phones if his computer is down. On this day our phones were down too and it was hard to communicate with his caregiver. We have a landline but it is in another building and down stairs from where my son is. Our business is (redacted). Our land line is connected to the answering service and we all have cell phones. None of them worked. We had another business on our property and we got calls through that business until the outage was over. We are a 24/7 business and it was very cumbersome way to do things. Law enforcement couldn't call us ... and we couldn't communicate (redacted for privacy). ****NOT GOOD****.

87		I know lots of firefighters that spent the night at their fire station because people were to drive to their fire station if they had an emergency. Lots of man hours wasted sitting at the fire station. I drove to Howard Forest ECC to check in with them to see if they needed me. I monitored my hand held radio all day and night.
88		It seems the fact that landlines were also knocked out has not gotten much attention - not mentioned in the newspaper or on the radio reports. I think it is very significant that for some of us ALL telecommunications were knocked out, leaving us with no way to reach beyond our immediate neighbors. Oh, how we have come to rely in these services!!!
89	40	There is a huge need for redundant telecommunications infrastructure.
90	41	The PUC has granted far too many rights and privileges to the big communications companies at the obvious expense of the businesses and residents of this region. From my perspective, the playing field is tilted vertically in favor of big communications with the end-user being an after-thought and merely a source of shareholder revenue. There is no thought given to service, reasonable pricing, system redundancy, safety or efficacy. This seems criminal, from my perspective, given the potential consequences for a similar failure during a disaster, natural or otherwise.
91		Scary situation. Glad it didn't last long
92	42	AT&T and all communications companies need to be on the redundant line coming into Humboldt county. It really isn't redundant then major events like this happen.
93	43	Providers assure government safety planners that their systems are redundant but they did not appear to be in this case. Better planning for events like this needs to be made for public safety/emergency communications and 911 systems.
94		If this outage had lasted it would have effected my job which is entirely dependent on phone and internet to function.
95		I thought the added communications line from Eureka to Red Bluff was supposed to prevent what happened to Humboldt County?
96		totally scary for folks needing care to survive - you know what i mean?
97		The 3 major vulnerabilities I see to the cyber system that, increasingly, all of the USA is dependent upon: 1) Accidents/Vandalism (as in this case) 2) Cyber attack by state/corporate enemies (How much brain power does it take to locate and destroy fiber optic cables? Very little I'm afraid. 3) Coronal Mass Ejection - A powerful CME pointed directly at Earth WILL happen one day. What protection has the cyber system against a CME comparable to (or greater than) the 1859 Carrington Event? As far as I've heard there is NO protection in place or being planned for. If so, that is true madness.
98	44	Redundancy in connections to communication systems is absolutely necessary in our remote area!
99	45	The fact that this left our banks, and other business in danger of being robbed. We have a small police department who did an excellent job, as well as the Fire Department pitching in. Would hope that this lights a fire under those in charge that we need a back up system of some sort. We were lucky this time....
100	46	I realize it costs more to serve rural areas with broadband and redundancy of communication services but it is almost more important here than in the city, and we need to find ways to do this as soon as possible.
101		The 911 system should not go down when the system is down. Shame on you. People depend on that system.
102	47	Outages should be short. Get Redundancy. GET AT&T OUT OF THE CELLPHONE AND INTERNET BUSINESS. THEY ARE IRRESPONSIBLE BECAUSE THEY DO NOT DO NOT DO NOT CARE ABOUT THEIR CUSTOMERS, PERIOD.
103		Thank you for asking
104	48	First and foremost, this outage was a HUGE safety risk to many people throughout the county, including our large elderly population. Second, this was a financial and productivity hit on businesses and services throughout the area. There needs to be a back-up if this were to ever happen again. Lastly, we need to do a better job at getting rural broadband to this area's rural residents. It puts us at a huge economic disadvantage against other companies who have faster and much more reliable service. I have to spend time driving to Starbucks (and spend money paying for a drink) if my service goes out (be it foggy, windy, raining, too hot or too cold...or there's a fire) - in order to get internet OR if I have a larger file to upload or download. Let's do something positive for the members of this community who are actually paying taxes and trying to bring legitimate jobs to the area.
105	49	There needs to be a back up system. I am one of the lucky ones that has not updated to uVerse with AT&T. And I won't now that I know that it goes through the internet. What if this had been an earthquake? What if I or my husband had a medical emergency? I'm very angry about this outage.

106		We were lucky to have been among the least seriously affected by this outage, but the potential for serious disruption was real. It was also very disconcerting to go to bed that night with no access to emergency services should we have needed them and to have no idea how long it would take to restore service. The upside is we learned that we don't have a landline at home and have since switched from Voice over Internet Protocol back to a true landline. I hope other people and public agencies are doing the same.
107		Thank you for doing this survey.
108		Thank you for giving us the opportunity to speak our minds on this outage. I appreciate it!!
109	50	This kind of outage should not happen. We have a redundant cable that was not fully being used by ATT because it would cost them additional money.
110	51	This incident was a dry-run on a real emergency situation ... earthquake, fire, landslide, or ? Back-up communication systems are increasingly in jeopardy now that public carriers are converting to fiber optics without redundancy.
111		I think it's a huge issue especially since people cannot dial 911. It was a good reminder to have cash on hand and medicines backed up as well.
112		This community needs reliable and affordable internet access. To not have it is an economic hardship for the entire community and puts small business owners like myself at a disadvantage. It hinders my ability to compete with other like businesses and limits the number of other entrepreneurs who might want to make this area their home. Not having the same access to the internet that other communities have makes our already struggling working community dependent on agribusiness, legal and illegal, and puts stresses on the services we all depend on such as our clinics and hospitals, our law enforcement, and our schools. As a small business owner living in this community and trying to raise a family here, I feel the lack of reliable broadband internet as a forced economic hardship. It is a product of the economic prejudice that large corporations wield against underserved communities and that elected officials ignore because we don't have the same financial or electoral power that larger populations do.
113		We have a great resource online with CalFire for the wildfires. PG&E has a great online resource for power outages. Would be nice to have an online hub of resources for communication outages. Between my home & business I have 6 different services for internet, phone, & entertainment.
114		Having no stop gaps in the communications process to prevent a line cut from impacting entire counties is an issue that needs to be addressed. There should be steps taken to learn from this situation and prevent similar outages in the future.
115		When cellular communications took over and analogue was discontinued we have become dependent on a single system that is obviously not fail safe.
116	52	We need better alternatives.
117	53	Elderly mother-in-law unable to contact help and we were unable to contact her. Lack of 911 function very scary. Also, if I had not been at work and getting the Admin emails, I would have had no way to find out what happened. Feared it was an act of domestic terrorism or even war, considering closeness in time to 9/11. Angry to find out afterward that fiber optic cable left exposed for anyone to access and no backup plan in place.
118	54	I can't believe there was ONE cable with no redundancy to serve a three county area, and that cable was not secure. Horrible planning and engineering by providers! They are a huge corporation that don't need to put us at risk to save a few bucks. Where is the REGULATION!
119		As a computer professional I recognized the nature of the outage and also the nature of the long term solution. We need redundant internet trunk lines into this region. We had a similar outage last year that only affected the coast of our county (Ft. Bragg and vicinity) and also took much longer to repair. That is two such outages in two years, and it is two too many.
120		This experience highlighted how, in this isolated rural area, If this lasted for a prolonged time, we would be SOL. I was living/working in Fort Bragg when the first outage occurred. I felt really cut off from everything including family and friends. Unable to access my bank or the store for food. It was a long 42 hours. This outage, at least I was able to get food because I had cash. I still couldn't contact family and friends. I live alone so this can really be nerve racking.
121		ATT needs to step up service for Mendocino county--- last December's storms and phone outages were out for almost a MONTH at my residence. I had NO WAY TO CALL 911 during that time and I am a senior, was alone and have health issues. Plus I live in rural area. (no close by neighbors)
122	55	There should be redundancies built into the system. It is unbelievable that one line cut could affect so many people for so long. I was somewhat concerned this was an act of terrorism. To think our communications are so vulnerable boggles the mind. That a simple vandal could shut down communication for almost a day? I hope this serves as a wake-up call.

123		It made me realize how vulnerable we are and how dependent on internet and cell phones we have become. To lose access to both at the same exact time was a wake up call.
124	56	Triple redundancy would solve the problem.
125	57	A secondary structure or a back up is definitely a must! This so especially where 911 services are needed!! Clearly we're all a little too plugged in and find it hard to function without our devices. If it had been a terrorist attack we would have been in real trouble!
126		Having any internet outage here is ridiculous...outages should not happen be it in a city or rural area.
127		Why was AT&T allowed to not have the exposed line supervised or protected by security. If the line was exposed at 9:45 am, and severed, why was not an AT&T crew on site working on a Thursday. Road construction pays CHP to sit in cars with flashers on. Why cannot ATT&T hire someone to protect and exposed line when un earthing the line. Hundreds of thousands of dollars were lost because of the incompetency of AT&T.
128		This was a vicious form of vandalism. I don't know what if anything can be done to prevent this from happening again. We are in a fairly remote area and are usually one of the last areas to get our services back.
129	58	PLEASE establish back-up lines so that we are no longer so vulnerable.
130		I was very alarmed to hear that our local 911 system was dysfunctional as a result of this outage. Medical emergency systems should always have the best functioning systems available. In a country that takes pride in the development and capability of the most modern communication systems in the world, it certainly is functioning very poorly in its rural areas. Shame, shame, shame!!!!!! Improvement in the 911 system and in safeguarding our existing communications systems is a MUST!!! Vandalism prevention systems need to be developed and put in operation immediately.
131		The outage underscored the importance of radio, cash, & emergency meeting spots.
132		I want to know why cell phone coverage existed in some places and not others for me. My logic tells me that certain areas were favored over others. Given I pay the same rate as urban users I am angry I was out while the 101 and Ukiah were functioning.
133		We need a way for people to be informed. We are too reliant on one service (AT&T). Because they were out, I couldn't call or check for information in any way.
134		Will this survey include the outage of yesterday (Sept. 8th) as well? Read the Lost Coast Outpost to get the full story.
135	59	We need redundant fiberoptic lines to Mendocino County. Even more, we need to find a way to become independent of these large corporations that only care about making a huge profit and don't care at all about customer service. We need to find a way to build our own communications systems in all areas of the county.
136		The lives of residents were severely impacted by the outage, yet the survey asks nothing about the kind or degree of that impact.
137		It is absolutely imperative that AT&T be forced to upgrade the systems that deliver internet to our area, so that an accident or bad weather or act of vandalism in one location cannot disrupt service throughout the network. The disruption of emergency services is particularly unacceptable.
138		I also work as a nurse and the computerized charting went down as well as other things we rely on through computers; like medication administration and documentation.
139		AT&T should have more than one link for data into the region. This outage was an inconvenient event but if it happened during an actual disaster like a major earthquake or storm it would likely cost lives. During a major event there will be outages but based on this event we can clearly see the network is not robust at all. The procedures that are in place are not robust. Given our topography we should have a microwave or other wireless backbone that touches the fiber at multiple locations along the network to act as a bridge during emergencies. These bridges should be large enough to carry standard traffic but be set to prioritize traffic when volumes spike in an emergency.
140	60	A backup system must be put in place.
141		It is surprising how we've come to rely on internet/phone/text for keeping up to date with people, miss it when gone
142		One of the earlier questions asked if I needed to call 911 and couldn't. I accidentally checked that box. I did not need to call 911 during the outage.

143	61	It is unbelievable there is no redundant system and that ONE simple break in a fiber optic line could cripple communications, especially 911 dispatch. This is the SECOND time in two years that someone could have lost their life due to the failure to bring our internet system up to acceptable standards. In August 2014 a truck snagged a cable and the coast was out for two days, this September it was nearly 20 hours due to vandalism. Time to take us out of the stone age ...
144		In general for me personally it was more of a frustrating experience rather than causing anxiety. However it concerns me greatly that the communications system is so vulnerable. In the event of deliberate sabotage without a functioning communication system esp. for emergency services there would be chaos. All of my telephone contacts -- including neighbors -- are stored in my cellphone. Without it I could not have contacted anyone whose number I did not otherwise have, or who was not reachable by functioning landline.
145		As a retailer our major impact was lack of credit card machines and phones in Ukiah. Our server is local so cash registers were working. What I want to add is that the inability to communicate with our server from outside caused a system outage at our Lakeport store. They had no cash registers, no credit card machines, and no way to do shipping or receiving.
146	62	I am glad that information is being collected about the outage and hopefully some form of redundancy will be put in place. The personal impact was a little stressful, but the business impact was VERY stressful.
147		I had been reluctant in the past to use satellite internet, but because there is no broadband of any sort available to my residence in Laytonville I was left with no choice then to get satellite internet. I now see that it has its benefits as we were able to maintain internet connectivity through excede internet during the entire communications outage. Two years ago I cancelled my land line phone as the service was terrible and the phone company will not replace the copper infrastructure locally. USCellular just started providing LTE in the Laytonville area and with my satellite internet I now seem to have a redundant communications system until the satellite falls out of the sky. LOL
148		Our local radio station KGUA announced the outage and listed every alternate 911 number. The station also sent out e-mails with the data. Although I wasn't directly affected, it was encouraging to know how to access the information. There was no telephone nor electronic notification from law enforcement!
149		I still do not understand how come a fiber cut would affect Comcast's television service, thus Internet service. I don't believe their TV service runs through the fiber network, bit that it is satellite fed.
150	63	Mendocino County needs to have multiple cables or satellite communication.
151	64	As an IT consulting firm, we believe that redundancy is critical. Unfortunately, the North Coast is largely ignored in this issue.
152		This is unacceptable that preferred customers were allowed access to the auxiliary line and had service just because they were a high paying customer. Being a small business this impacted about 8% of my monthly revenue. Just because my provider had to pay for bandwidth isn't an excuse to treat loyal customers like pions.
153	65	Just that we depend on the Internet for our up to the minute news. We were slightly inconvenienced truthfully but we live in an isolated part of the state and who's to say the next outage wouldn't occur at a less opportune time; earthquake, tsunami? And isn't our money helping to pay for the redundant line too?? Why weren't we covered too?
154		What's the general purpose of this survey? This incident was reported as vandalism, so I'm wondering how these answers will help mitigate future acts of vandalism.
155	66	What happened to the redundant cable that was supposed to prevent this from happening?
156	67	ATT must be aggressively held accountable for the outages and poor copper service in area. No redundancy of fiber is borderline criminal.
157	68	Redundancy needed on the north coast.
158	69	Run an additional redundant line
159		If I had needed to contact family, I could have called. However, they usually email me and would not have known that I was out of contact unless it made the news where they live - and they heard the news.
160	70	I feel that we are extremely vulnerable not only as a community but as a country in terms of security. Not having 911 service is not acceptable. I don't necessarily prescribe to "conspiracy theories" but do feel that we are subject to people taking opportunities that could potentially cause us great harm as a country. We saw, first hand, how by simply cutting some fiber optic lines our "usual" communication was basically cut off and it brought us to our knees! We need to have a redundant system in place to protect our citizens.
161		I was attempting to schedule several appointments on September 8, 2015 when another outage occurred. I do not know when the outage started. My internet service was not available in the morning when I first went to use the Internet at about 8:00 a.m. At about 10:00 a.m. I was able to make an internet connection.f

162		It was a rude awakening of emergency preparedness. While the end-users can also do our part to be better prepared but in this day & age, I feel it is imperative that a backup system/infrastructure be put in place. The impact of such incident is far greater than most of us can imagine, especially when 911 calls or medical care is affected, resulting in a possible serious consequences.
163		It seems to me that major utilities should be more public safety conscious of the critical importance of maintaining any or all of the grid since nine eleven (9-11)
164	71	Relative to the outage several months ago, info via local radio was better. For the fire department getting the immediate page that 911 was down at least let us know there was a problem. However, we had/have no work around. We NEED a redundant system. Single faults, wether by accident or vandalism, have proven NOT to be rare events. I am already on BAMC's email list
165	72	It is unbelievable that we do not have redundancy in place. I understand that AT&T has another coastal fiber cable that, if connected to our system would provide backup. This came to light when the cable was damaged on the Comptche-Ukiah Road, but almost a year later we experienced almost a complete day without service.
166		911 services at the very least should be as secure as our clinic phone system which did not fail! I am surprised and concerned as the potential impact of not having phone and 911 services in such a rural remote area can be life threatening.
167	73	As most of us already know, this was a very real and painful experience of living in an area that has little to no infrastructure redundancy being provided by the major internet providers that theoretically serve this region.
168	74	AT&T should be fined, severely. Executives should lose their jobs. unbelievable that there was no secondary route to serve the north coast. UNBELIEVABLE THAT THE HAD A SINGLE POINT OF FAILURE. Enforce the Telecommunications act of 1996, and force AT&T to provision dark fiber to everyone at below cost. They have demonstrated they have no concern for their customers. GOOGLE FIBER NOW
169	75	It is frustrating that this is the 2nd time such a massive outage has taken place in the past decade. I am concerned that there is not a back up system in place. I am also greatly concerned that there are potential thieves attacking our communications systems.
170		I know that several banks closed for the afternoon.
171		It is awful that we don't have real broadband to begin with and bad to lose cell service and land lines and emergency services.
172	76	The company should have some kind of backup just in case this happens again. Every business has a back up plan.
173		While I understand that this event was precipitated by vandalism, I find it disconcerting that we are on a branch line versus a loop setup.
174		Why can't we get fiber optic internet on the coast in general and Fort Bragg specifically?
175	77	Even though I was not affected because I now have Further Reach in Elk. I gave up teh ATT T-1 line in June - thank Goodness!!! Back up is needed and quick. We desperately need cell phone service in all of these rural areas. I don't really care if people think they are getting brain cancer from cell towers - that is just beyond unbelievable and these idiots should not be listened to. Check the tax payers and I am just guessing that 95% or more would say - Bring on some cell service.
176	78	Vital communications lines need to have redundant backups or be able to be quickly re-routed to rduce duration of outage.
177		My at&t DSL continued to work, but my U.S. Cellular phone failed to work.
178		Luckily my phones (both landline and cellular) worked fine; the internet being down was completely inconvenient but at least I had contact with the outside world. I worried about all the people who did not have 911 services.